

Performance Outcomes Data Collection & Submission Training Manual

(Revised May 2008)



CALIFORNIA DEPARTMENT OF
Mental Health

California Department of Mental Health

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Chapter 1

Overview

Purpose

The Department of Mental Health (DMH) views accountability as a critical component to its service mission and is encouraged by its most recent achievements in the areas of outcomes measurement and reporting. These achievements have resulted from stakeholder consensus, emphasis on data standardization, and the integration of technological innovations. The DMH is required to collect and report data on performance of services received through the public mental health system as established by AB 188 (Bronzan, Chapter 89, Statutes of 1991), commonly known as Realignment. Additionally, as a condition of receiving federal Substance Abuse and Mental Health Services Administration (SAMHSA) funds, DMH must also be responsive to federal performance reporting initiatives and incorporate nationally derived accountability indicators.

New for May 2008

The purpose of this *Performance Outcomes Data Collection & Submission Training Manual* is to provide detailed instructions for how to use the system, and to provide an overview of the new state-of-the-art internet-based Teleform reporting methods and procedures.

The Teleform system has been upgraded to take advantage of more efficient technology. The scanning software, previously housed on individual computers for each county, will no longer be necessary as the scanning software will now be stored on the DMH Website. To access the scanning software, counties can now login to the POQI Web-Based Data Reporting System website. In order to use this new scanning software, counties will need to download and install Active-X (This will be further discussed in upcoming trainings.) No new questions have been added to the surveys for May 2008, although SAMHSA expects to make changes in the future.

Methodology

Since 2003, a point-in-time approach has been used to target all consumers receiving face-to-face mental health services, case-management, day treatment

and medication services through the public mental health system during a two-week sampling period semi-annually.

The data are collected using a scanning and verification technology system to capture and process data centrally at DMH headquarters in Sacramento.

Target Population

Consumers receiving the following services from county-operated and contract organization providers during the sampling period should be INCLUDED in the survey process:

- face-to-face mental health services
- case-management
- day treatment
- medication services

Note: All consumers should complete Consumer Perception Surveys regardless of funding source. In addition, ALL clients enrolled in MHSA Full Service Partnerships should complete a survey.

Note: Consumers who receive services outside of the office, for example a home visit, should be given a survey if they meet the target population criteria.

Consumers served in the following settings should be EXCLUDED from the survey process:

- acute hospitals
- Psychiatric Health Facility (PHF)
- crisis (stabilization, residential and intervention)
- jail and jail hospital settings
- long-term care institutional placements [e.g., State hospitals, Institute for Mental Disease (IMD)]

Instrumentation

The survey forms have been developed through extensive review to ensure that quality indicators of specific relevance to California's public mental health system are measured, and to ensure data comparability with national quality benchmarks. California DMH, as well as all other states receiving Federal Block Grant Funding through SAMHSA, uses the most recent version of the national Mental Health Statistics Improvement Program (MHSIP) Consumer Survey, as well as the Youth Services Survey for Youth (YSS) and Youth Services Survey for Families (YSS-F). In addition, quality of life data is also collected as a mental health outcome for adults and older adults, and these QOL indicators are tailored to the specific needs of each population.

Collectively, these instruments assess consumers' perceptions of quality and outcomes of care, and are being used for broad-based evaluation of California's community-based mental health services (see website for examples of each form, <http://www.dmh.ca.gov/POQI/documents.asp>).

Table 1.A, below, provides brief descriptions of required survey forms. Data dictionaries are available for all of the forms and can be downloaded at <http://www.dmh.ca.gov/POQI/Documents.asp>.

Table 1.A

SURVEY FORM	MEASURES	COMPLETED BY
Youth Services Survey for Youth (YSS)	Consumer perspective on issues such as access, cultural sensitivity, participation in treatment, planning outcomes and satisfaction, as well as background/demographic questions	Youth ages 13-17 (And transition-age youth who still receive services through the Children's system of Care)
Youth Services Survey for Families (YSS-F)	Consumer perceptions of care on issues such as access, cultural sensitivity, participation in treatment, planning, outcomes and satisfaction, as well as background/demographic questions	Parents/Caregivers of youth <u>under</u> the age of 18
Adult Survey	Perceptions of care including access, appropriateness, participation in treatment, planning, outcomes and satisfaction, as well as background/demographic questions and quality of life questions	Consumers Ages 18-59 (Includes TAY who receive services through the Adult System of Care)
Older Adult Survey	Perception of care including access, appropriateness, participation in treatment, planning, outcomes and satisfaction, also background/demographic questions and quality of life questions specific to older adults.	Consumers ages 60+

Currently, all instruments are available in English, Spanish, Chinese, Russian, Vietnamese and Hmong to accommodate many of the language needs of California's diverse mental health consumer population. The Hmong forms are new this survey period. DMH will continue to develop surveys in other language translations based on the establishment of Medi-Cal threshold languages across counties. **In cases where a consumer cannot complete a survey because it is not available in the consumer's preferred language, counties are required to indicate this on the survey form.** (See Chapter 2 for details.)

Data Collection Time Period

Data are collected twice a year for two weeks during each data collection period. Dates are announced via a letter to each county director a few months before each data collection period. Generally, surveys are done in May and again in November.

Form Retention Time Period

Hard copies of the data forms should be retained until the data are returned to you via the ITWS. This is approximately 2-3 months after the data are collected. Once you have downloaded your data files from the ITWS, you can shred the forms or dispose of them in a confidential manner as the forms contain protected health information and must be handled confidentially.

Web-Based Data Submission Options

There are three data submission options, as before, but two of the options have been upgraded. We will discuss the modest changes resulting from this upgrade in Chapter 3 and 4. The forms use the same technology (Teleform) as before, but utilize the most recent version of the software. These upgrades are designed to improve data quality and ease of data submission by counties to DMH. The upgraded data collection technology uses **Web-based** rather than **local-based** scanning software and centralized, statewide data storage. The three-options for data capture are flexible enough to accommodate the varying data collection needs of the small, mid-sized, and large counties of California.

The 3 different options for submitting data are:

Option 1: On-line key/mouse data entry (**Upgraded** Key Entry)

Option 2: Web-based scanning & data verification (**Upgraded** Scan & Verify)

Option 3: Web-based text data upload (ITWS Upload)

Counties may choose one or all three options, depending on each county's unique environment and resources. These will be discussed in detail in subsequent chapters.

Health Insurance Portability and Accountability Act

The collection of performance outcomes data is required by law (W&I sec. 5610, et seq.) and thus is exempt from the requirements of the Health Insurance Portability and Accountability Act (HIPAA) regarding consumer authorizations. Authorizations from consumers are not needed in order for counties to release the data to DMH. The 3 options selected by DMH for transmitting the data to DMH are secure. As required by state law (e.g., W&I Code 5328) and by HIPAA, the counties and DMH must protect the privacy of the data and store data in secure locations.

Chapter 2

County Staff Preparation

This chapter will review steps necessary for preparing for the data collection process. Preparation includes downloading and printing sufficient copies of the survey forms, collating and stapling the forms in advance, completing the staff section ("For Office Use Only"), as well as training staff, and administering the surveys to consumers. Confidentiality issues as they pertain to performance outcomes are also explained.

2.1 Obtaining Survey Forms

There are several methods to obtain forms, depending upon the data submission method selected. POQI-created forms may be used for any of the 3 data submission options. Counties using the Key Entry option and/or the ITWS option may use the POQI-created form or they may create their own forms as long as the data submitted follow specifications described in the data dictionaries. **Those submitting data using the Scan & Verify option will have to use the POQI-created forms.** These forms are available online in Adobe Acrobat format.

2.2 Survey Form Characteristics

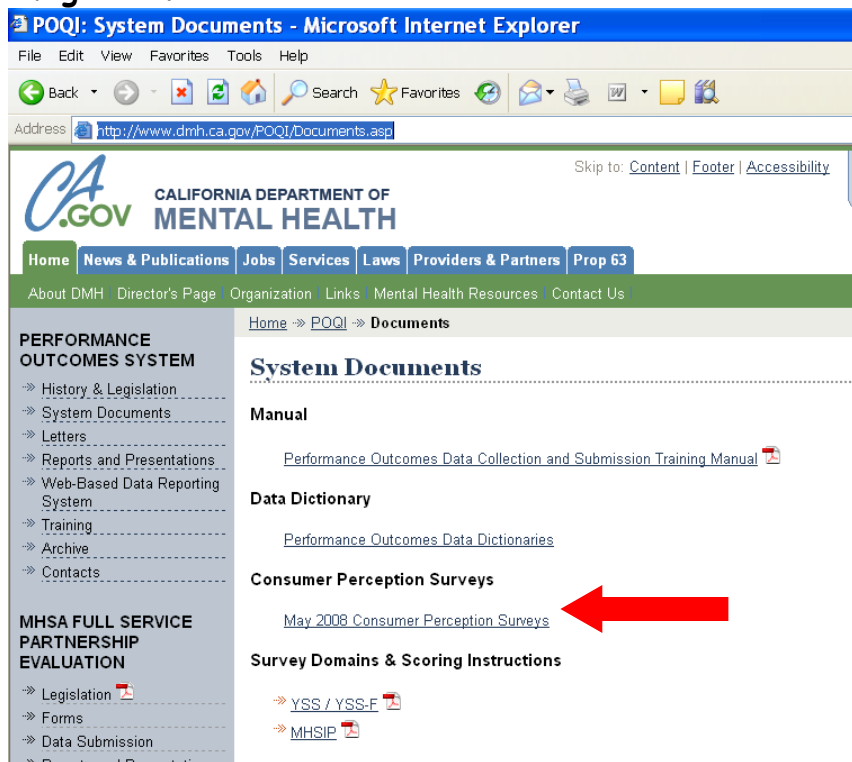
The survey forms are revised for each data collection period. **PLEASE DO NOT USE ANY PREVIOUS VERSIONS OF THE SURVEY FORMS.** To do so will result in rejection of the survey data by the system. There is a date in the upper left hand corner of the first page of the forms. The form **MUST** have the correct date for the data collection period.

All of the POQI survey forms are created using the Teleform software and are saved in Adobe Acrobat files. Teleform uses bubble marks to record responses, has four corner blocks, a form 'key' or number (unique to each form) and a page linking field. These items are especially important when the forms are being submitted via the Scan & Verify system and will be explained in more detail below.

2.3 Downloading Survey Forms

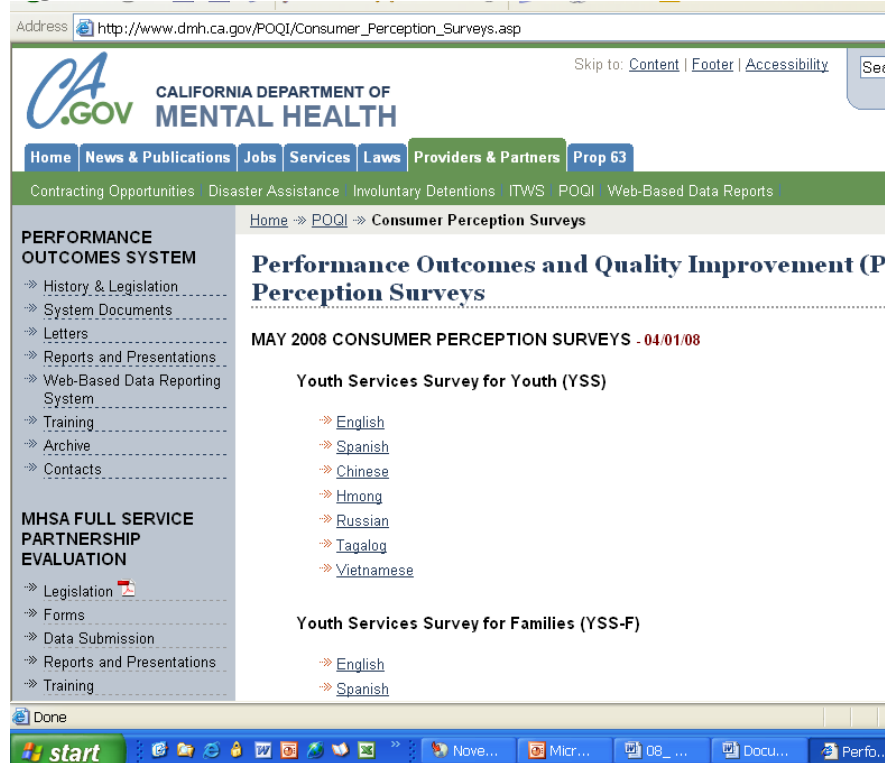
1. Make sure you have Adobe Acrobat reader 5.0 (or higher) installed on your computer.
2. If not, download it (it's free) from <http://www.adobe.com/>
3. Go to the POQI Systems Document page at <http://www.dmh.ca.gov/POQI/Documents.asp>
 - a. (See Figure 2.A, below).
4. Click on the link for the "Consumer Perception Surveys." Figure 2.A, below.

Figure 2.A



5. Click on the language for the document you want to download, see Figure 2.B, below.

Figure 2.B



6. Save the file to your computer.

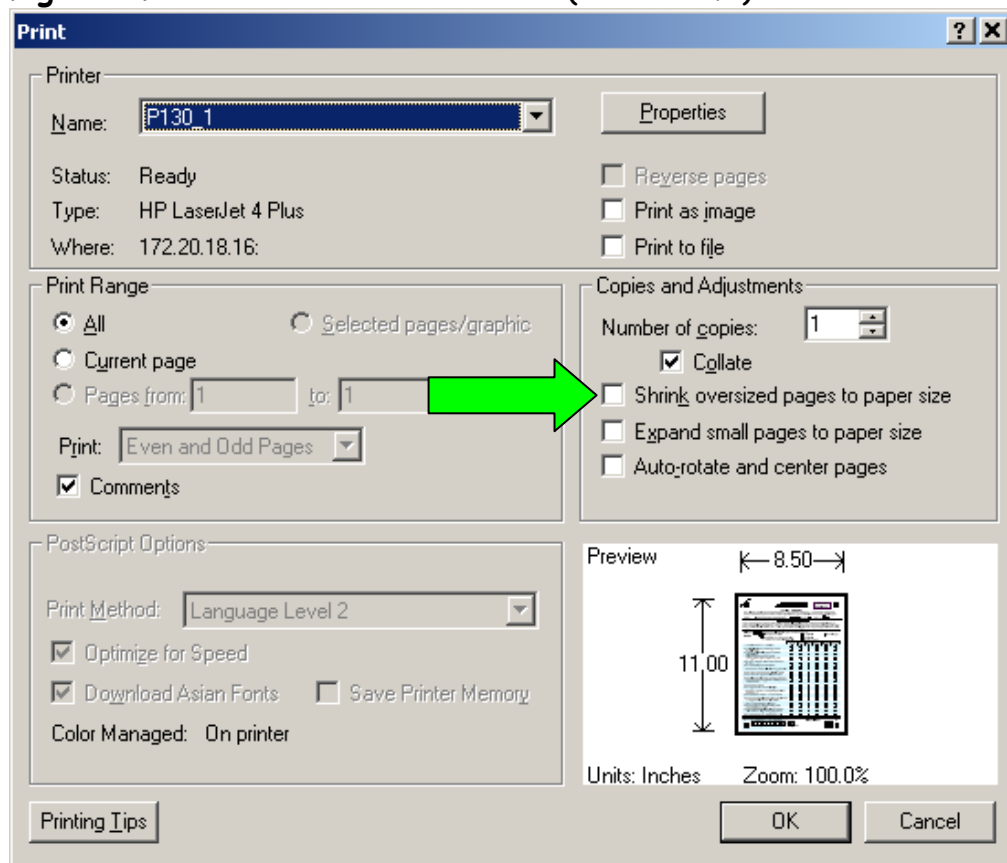
2.4 Printing POQI Survey Forms

Print quality is extremely important for the Scan & Verify option. Do NOT make copies of the forms but rather print directly from the Adobe file.

1. Open the .pdf file of the form you want to print. This was saved to your computer.
2. Click on 'File' and then click on 'Print' to get printer dialog box.

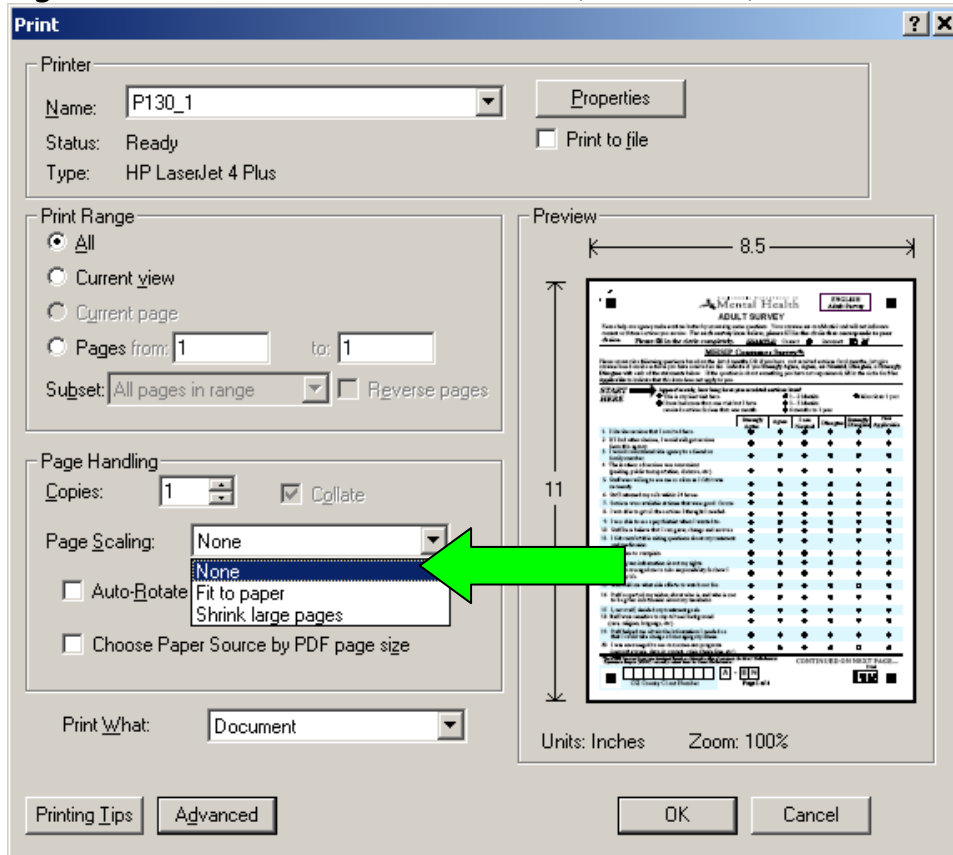
If you are using Adobe Acrobat 5.0, **UNCHECK** the box that reads: 'Shrink oversized pages to paper size' to ensure that the image is not shrunk. See Figure 2.C below.

Figure 2.C Adobe Acrobat Print Box (version 5.0)



If you are using Adobe Acrobat version 6.0, in the print dialog box, select 'None' from the 'Page Scaling' menu. See Figure 2.D, below.

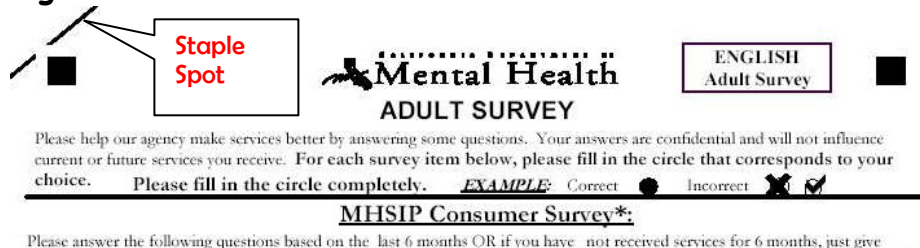
Figure 2.D Adobe Acrobat Print Box (version 6.0)



1. Do not print pages back to back.
2. Select the number of copies of the form you wish to print.
3. Click on 'OK' to print copies of the survey forms.
4. Do NOT make copies of the forms, but rather print directly from the Adobe file. This has been a problem for several counties in past data collection surveys. Copies of forms become faded and the verifier cannot read the form identification. **Print directly from the Adobe file.**
5. Be sure that the pages of each survey form are in the correct order.
6. Be sure that each survey form has the correct number of pages (i.e., English youth and family surveys have 4 pages each, English adult and older

adult surveys have 5 pages each). Translated surveys may contain additional pages.

Figure 2.E



7. Staple the pages of each survey form together where indicated (See Figure 2.3, above). Avoid stapling over the corner 'Post' (black squares) on the form.

2.5 How to Mark Teleform Surveys

County staff/volunteers need to know how they and consumers should mark the forms.

1. Consumers should use black or dark blue ink pen (no pencils and no felt tip markers).
2. Consumers should completely fill a bubble to ensure maximum recognition. See example below.

Example: Correct ● Incorrect ✕ ✓

3. If an error is made, consumers can simply place an 'X' over the incorrect entry and then mark the correct bubble. See the following example:

Example: ● Male ✕ Female ○ Other

4. Consumers should mark only one bubble for each question, except for the few questions that ask consumers to mark all responses that apply. For most questions, marking two answers will cause the question to be

excluded from analysis. Consumers need to be aware that they can only choose one answer for most questions.

5. Additional questions were added to all the forms in May 2007. Six of these questions are grouped into two sets. Clients answer just one of the sets of questions depending upon the amount of time they have been receiving services. The questions are about arrests and encounters with the police. Clients in service for a year or less answer the first set of three questions and then SKIP the next set of 3 questions. Clients in service for more than a year, SKIP the first set of questions and answer the second set. Clients have had difficulty with this in prior survey periods and often answer both sets. The sets are now clearly marked on the survey forms, with the first set boxed off and shaded and the second un-shaded. Please review the page with these questions (page 4, in the section labeled) to prepare staff who are helping clients or who are handing out surveys.

2.6 Staff Completed Items

Most of the survey is to be completed by consumers, but the data collection staff/volunteers will complete several items before distributing the surveys to consumers. The items that staff/volunteers will complete include the CSI County Client Number (CCN), which is on every page of every form, and the section at the end of each form labeled 'For Office Use Only.' Complete the required items (discussed below) before giving the surveys to consumers.

REQUIRED ITEMS:

1. CSI County Client Number (CCN):
 - This number must be entered on every page of every form. This is the same number that is reported to the DMH Client and Services Information (CSI) System.
This number links the pages of one survey together. This is why it must be on every page of a consumer's survey
 - Counties should make every effort to enter a valid CCN. If the client does NOT have a CCN number yet, counties must create a "fictitious" CCN number using the following procedure. The first element of the fictitious number will be a "#" sign and the remaining eight numbers will be made up. For example, the first client lacking

a CCN number in a county could be assigned "#00000001," the second client could be assigned the number "#00000002 and so on. This fictitious number must be written on each page of the form. Counties **MUST** keep a log of the numeric sequence so as to avoid duplication of the fictitious numbers.

- The boxes for the CCN are found at the bottom of each page. See Figures 2.F (below) and 2.G (next page).

Figure 2.F

22. I am better able to control my life. ☐ ☐ ☐ ☐ ☐ ☐

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services. **CONTINUED ON NEXT PAGE...**

CSI County Client Number **A - E N 0 5 / 0 1 / 0 7** 36070
Must be entered on EVERY page Page 1 of 5

- No Empty Boxes! Fill with leading zeros if necessary.
- Right justify the numbers. For example, a CCN "1234" should appear as "000001234." This field may be alpha-numeric (contain letters and numbers). If the CCN contains letters, these surveys **MUST** be entered using the key-entry option OR contact the POQI staff for special accommodation.

2. County code (last page of the survey, "For Office Use only"):

- If you don't know it, see Appendix A for listings.
- This number is also used to link the pages of a survey together, see Figure 2.G.

Figure 2.G

I thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration: - -

Reason (if applicable):

☐ Ref ☐ Imp ☐ Lan ☐ Oth

Make sure the same CSI County Client Number is written on all four pages of this survey.

CSI County Client Number

Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Reporting Unit:

36070

Page 5 of 5

3. Date that the survey was completed (see Figure 2.G, above):

- Enter day - month & year are pre-filled.
- Reason why a consumer did not complete the survey (last page of the survey). See Figure 2.H, next page.

If a consumer does not complete the survey, staff must mark one of the following codes on the last page of the survey. When applicable, the 'Reason' choices are as follows:

Ref=Refused	The consumer refused to complete the survey.
Imp=Impaired	The consumer was unable to complete the survey due to any type of significant impairment (e.g., cognitive).
Lan=Language	The consumer was unable to complete the survey because the survey is not available in the consumer's preferred language.
Oth=Other	The consumer was unable to complete the survey due to another reason, not specified above.

- Information about why surveys are not completed is required for the Federal Block Grant. Completion percentages are calculated as the ratio of surveys completed to surveys attempted.

OPTIONAL ITEMS:

1. Three County questions, numbered from 1-20 are available for counties to use them in any manner they chose. They can be coded as counties desire, e.g., as county provider number, service type, or any other variable of specific interest to counties. See Figure 2.I , next page

- Only one bubble may be marked per county question.
- Reporting Unit has 8 spaces and can be letters or numbers.
- If assistance is required in determining how to make use of these optional items, please contact staff at the DMH POQI Unit (via email poqi.support@dmh.ca.gov).

Figure 2.H

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

0

5

-

-

2

0

0

7

Reason (if applicable):

☐ Ref ☐ Imp ☐ Lan ☐ Oth

Make sure the same CSI County Client Number is written on all four pages of this survey.

CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Reporting Unit:

36070

2. A new set of boxes called County Reporting Unit has been added for county use, see Figure 2.H above. Counties can use it to record which clinic is submitting the data or which office is scanning; however, Counties are not required to use these fields.

2.7 Survey Administration

A key element in collecting good data is identifying and training the personnel who will be administering the surveys. It is imperative that these individuals are trained to understand their important role in this process and to understand the survey forms they will be distributing. Personnel need to embrace the importance of outcomes for decision-making in public mental health and to be able to explain it to consumers. This is a chance for consumers' to give input on their mental health services and outcomes of care. Consumer input is critical to the mental health system in California.

A study by the California Mental Health Planning Council resulted in a recommendation that clinicians should not have any contact with consumers in distributing, completing, or returning the Consumer Perception Surveys. There is evidence to suggest that such assistance has the potential to bias consumer responses in the positive direction (due to consumer fears of retribution or service reduction/discontinuation). To prevent such bias, it is recommended that counties have peer advocates or volunteers, such as students or consumer family members (not related to the consumers being surveyed), handle the administration of surveys and complete the "For Office Use Only" fields. If peer advocates and/or

other volunteers perform the survey administration process in its entirety, it is expected that the validity of consumer responses will be maximized.

DMH is suggesting the use of a conference room or office space at the service site where clinicians, case managers or others providing services may direct consumers upon completion of their service visits to complete the Consumer Perception Survey.

If peer advocates and/or other volunteers not employed by the county are handling the surveys, counties may be required to develop business associate agreements in accordance with Health Insurance Portability and Accountability Act (HIPAA) guidelines. Counties should consult their HIPAA coordinator or legal counsel to determine whether or not standard business associate agreements are on file.

2.8 County Staff Authorization

For security purposes, before a county can submit data, they must have staff authorized to use the POQI Web-Based Data Reporting System and the ITWS. There are **two** authorizations that counties will need to obtain for their staff. Every county mental health department in California has identified one or two individuals as "Approvers." To find out who your identified Approver is, contact the ITWS Helpdesk via email (itws@dmh.ca.gov) or by telephone (916-654-3117).

There are **TWO** separate authorization processes, one for accessing the Key Entry and Scan & Verify systems and one for accessing the ITWS. Each authorization will result in a unique user ID and password being assigned to designated county staff. Note that while counties may want a number of staff authorized to use the POQI system in order to key enter or verify scanned forms, fewer staff will need to be authorized to use the ITWS systems. Access to the ITWS is only needed by one or two people from each county for uploading and downloading of data files.

1. Authorization for Key Entry and Scan & Verify:

- The county **approver** must email a list of persons that have been approved to submit POQI data.
- The email must contain the email address and telephone number of each person, and specify they type of access needed (Key Entry, Scan & Verify or both).
- Email the list to the POQI unit, at poqi.support@dmh.ca.gov

- Requests for authorization will be processed by the POQI staff. Once approved, User IDs and passwords will be provided to each individual by phone.
- For security reasons, passwords will change with each round of data collection.

2. Authorization for ITWS (Uploading & downloading data):

- Go to the DMH ITWS web page at <https://mhhitws.cahwnet.gov/>
- Follow the instructions listed under the "Enroll" menu option.

2.9 Confidentiality of Data

State law and HIPAA both protect consumers' privacy. State law requires the collection of performance outcomes data and federal law allows it. Thus, it is not necessary for DMH or the counties to get authorization from consumers to collect these data. If there are concerns about this issue, please contact DMH at poqi.support@dmh.ca.gov.

It is important that consumer confidentiality be ensured as part of the process of collecting the data. HIPAA still applies to the protection of data that contain Protected Health Information (PHI). Data collection staff, whether county employees or volunteers, must protect consumer privacy and confidentiality.

As noted previously, if peer advocates and/or other volunteers will be handling PHI and are not employed by the county, it will be necessary for counties to develop business associate agreements in accordance with HIPAA guidelines. Counties are urged to contact their county HIPAA coordinator or legal counsel to determine whether or not standard business associate agreements are on file.

A county may also want to provide an "Assurance of Confidentiality" statement along with the survey when given to the consumer. The following is an example of the text of such a statement:

"This is to assure you as a consumer receiving mental health services through [insert agency name here] that the consumer perception surveys that you are about to complete is confidential. Your therapist will not see this and your responses will in no way affect your right to services. Because [insert county name] County will use the results to improve the quality of services, we are interested in your honest opinions, whether they are positive and/or negative. Thank you for your cooperation and help in improving our services to you!"

Note: This example assumes that the clinician will neither provide assistance to the consumer in completing the surveys, nor have access to individual consumer responses.

Finally, to encourage accurate responses, it is crucial that individuals who complete the consumer perception survey be assured confidentiality of their responses so that they will not have any fear of retribution. They should be told that their clinical/service provider will not see their specific responses, and this should in fact be the case. The survey should never be returned directly to the clinician. Clinicians and other direct service providers should only receive aggregate summary data.

In sum, Counties are urged to have completed surveys handled in a confidential manner by peer advocates/volunteers or by county staff who are not directly responsible for providing services/treatment to the consumer.

2.10 "Comments" Section on the Consumer Perception Surveys

The "Comments" section of the survey was initially intended for county use in quality improvement processes, and it continues to be part of the survey. With regard to the comments section, however, DMH noticed during the 2003 data collection period that some consumers were reporting information about abuse / neglect, etc. that necessitated mandated reporting on the part of county staff to the local police or sheriff's department, county probation department (if designated by the county to receive mandated reports), or county welfare department (e.g., Child Protective, Adult Protective agencies).

In light of this finding, it is the responsibility of county quality improvement / assurance or other administrative staff to review the surveys (particularly the comments section) for any information that requires an immediate response prior to submitting them to DMH.

Although the surveys indicate to the consumer that information will be held confidential, California law requires disclosure of abuse information for the purposes of ensuring the consumer's safety. Survey responses are a source of information subject to the Child Abuse and Neglect Reporting Act (Penal Code Sections 11164-11174.4) and elder or dependent adult abuse reporting law (Welfare and Institutions Code Sections 15630-15632). It is assumed that counties are

providing information to consumers regarding the limits of confidentiality (which would cover the survey administration).

The sample 'confidentiality statement' contained in Chapter 2 of this manual also states that the information will not be shared with the treating clinician. If such a confidentiality statement has been provided or it has been otherwise indicated to the consumer that the information will not be shared with the clinician, there may be a valid reason why the consumer does not want this information shared with their clinician. As a result, it may not be appropriate (nor necessary) to share this information with the treating clinician in order to protect the consumer. (Additionally, any consumer reporting of impropriety with respect to staff becomes both a legal and an administrative issue.)

Counties are required to report potential abuse as required by law, and to address potentially ensuing clinical, investigative, personnel, legal issues, etc. commensurate with local policies and procedures that govern such matters. Please note DMH will not be entering, nor compiling information from the comment sections of the surveys.

2.11 Data Submission Options

Counties have three options for submitting performance outcomes data:

1. Option 1 - **Upgraded** on-line key/mouse data entry (Key Entry).
2. Option 2 - **Upgraded** Web-based scanning/web-based data verification (Scan & Verify).
3. Option 3 - Web-based text data upload, via the Information Technology Web Service (ITWS).

While the majority of counties have chosen to use Option 2, each of the three options is available to all counties for any part of the data submission process and, therefore, it is important for county staff to understand how to use each option. These three options will be discussed separately in the next three chapters

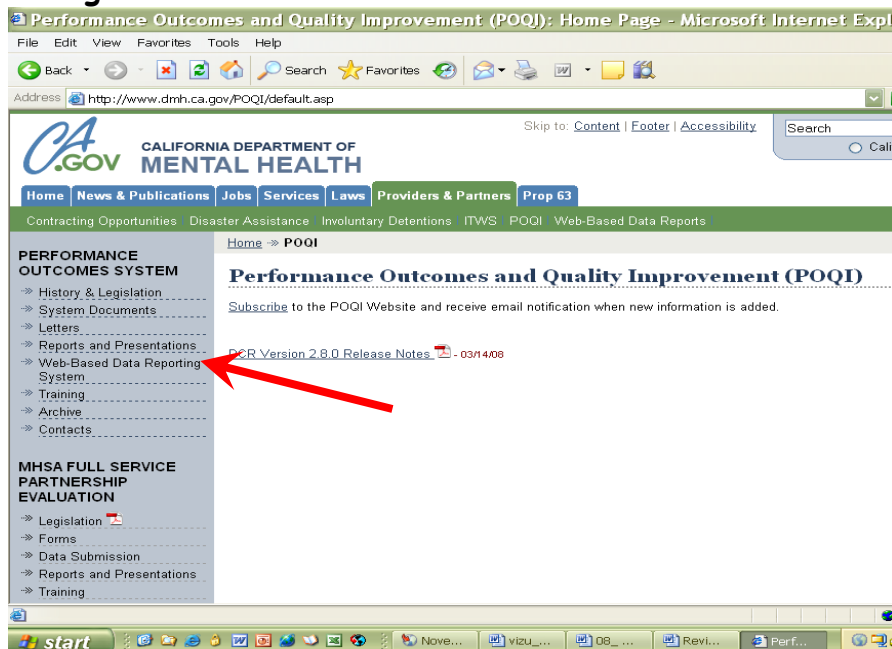
Chapter 3

Data submission—On-line key/mouse data entry (Upgraded Option 1)

In this option, a county will need to have internet access with Internet Explorer 6.0 or greater, and use the keypad or mouse on their computer to enter data from each survey form.

1. Go to the DMH main webpage (<http://www.dmh.ca.gov/>) and on the lower left hand side of that page and select the link to Performance Outcome and Quality improvement (POQI).
2. On the POQI page, on the left hand side of the page, select "Web-based Data Reporting System." See arrow on Figure 3.A, below.

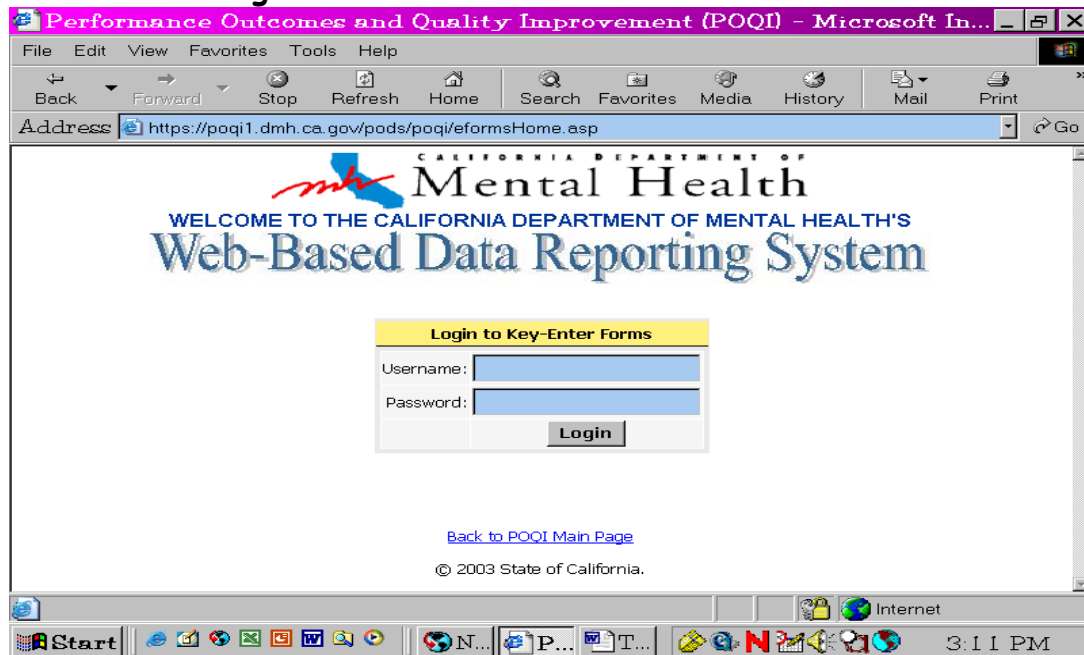
Figure 3.A



3. This will bring you to the Web-Based Data Reporting System, see Figure 3.B., next page.
4. Select the first button, the one labeled "Key-Enter Forms Online."

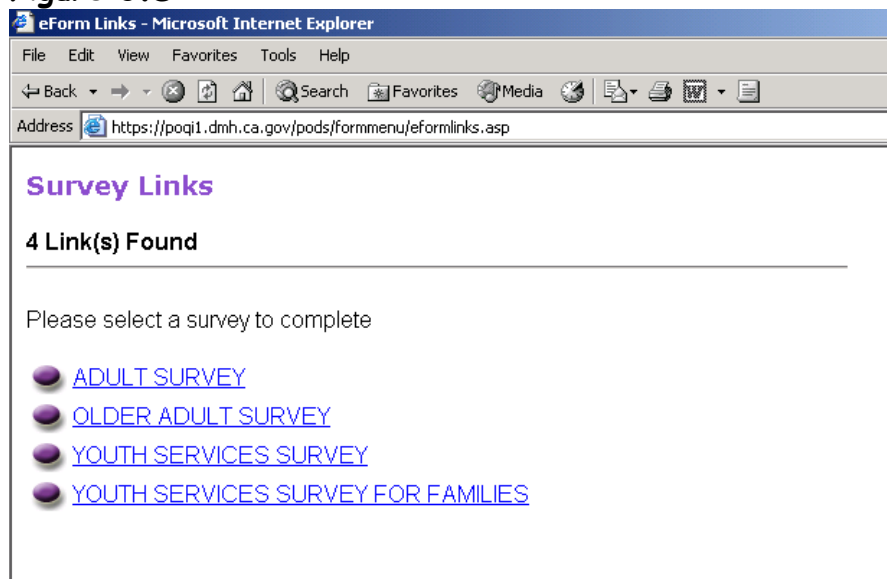
Figure 3.B

3. Enter your Username and password, see Figure 3.C below, and click on 'Login.'

Figure 3.C

4. Select the survey you want to enter by clicking on the survey name (Figure 3.D, below).

Figure 3.D



The Online forms now look exactly like the paper forms.

5. To complete the survey, simply click on the appropriate bubble to record the response.

Figure 3.E

MHSIP_QOL_Adult_LO - Microsoft Internet Explorer

Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address https://poqi1.dmh.ca.gov:8443/fserver/MHSIP_QOL_Adult

MHSIP Consumer Survey*

Please answer the following questions based on the **LAST 6 MONTHS** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6. Staff returned my calls within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I felt free to express my	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Continue in this fashion until you have entered all the consumer's responses recorded on the paper survey.

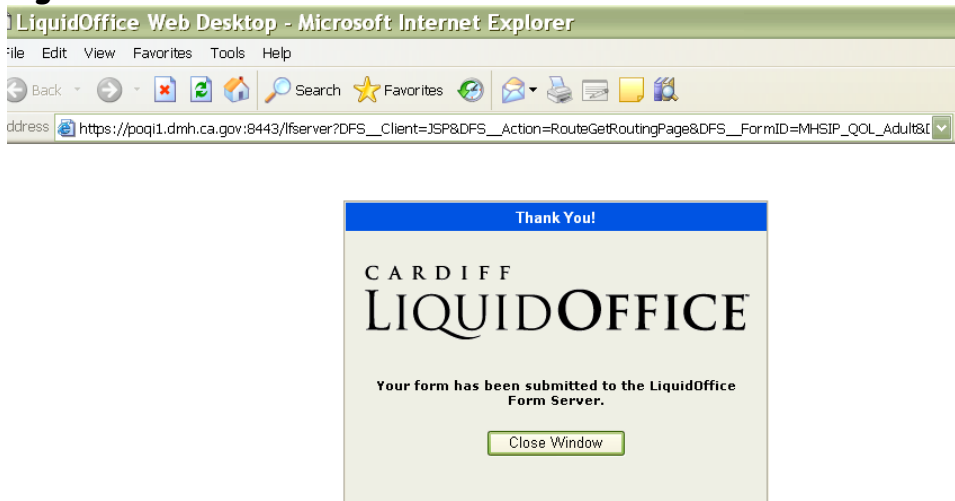
7. It is **NOT** possible, at this time, to have a consumer complete the form online.
8. On the last page of the online form, County staff or designated volunteers must complete the data entry in the 'For Office Use Only' portion of each survey, see Figure 3.F, below.

Figure 3.F

The screenshot shows a web browser window titled "MHSIP_QOL_Adult_LO - Microsoft Internet Explorer". The address bar shows the URL "https://poqi1.dmh.ca.gov:8443/lfservlet/MHSIP_QOL_Adult". The page content includes a feedback section with a text area for comments, a "Thank you" message, and a section titled "FOR OFFICE USE ONLY:". This section is divided into two columns. The left column, titled "REQUIRED Information:", contains fields for "County Code:" (with a text input containing "57"), "Form Language:" (a dropdown menu showing "Hmong"), "Date of Survey Administration:" (a text input containing "05/14/2008"), "Reason (if applicable):" (radio buttons for Ref, Imp, Lan, Oth, with "Imp" selected), and a "CSI County Client Number" field (with a text input containing "194619462"). The right column, titled "Optional County Questions:", contains three sections: "County Question #1 (mark only ONE bubble):", "County Question #2 (mark only ONE bubble):", and "County Question #3 (mark only ONE bubble):", each followed by a row of 20 radio buttons labeled 01 through 20. Below these is a "County Reporting Unit:" field (a text input). At the bottom of the form, there is a "Page 5 of 5" indicator, a "Submit" button, and a "Go" button.

9. County Code must be typed (see Figure 3.F), and "Form Language" must be selected from the drop-down menu. See Appendix A for county codes if you are unsure of it.
10. Note, all the online forms are in English but the consumer form may be in another language.
11. Using the keypad, enter the 'Survey Date', which is the date the consumer completed survey form. See Figure 3.F, above.
12. If the client cannot complete the form, select the "Reason (if applicable)."
See Figure 3.F. For an explanation of reasons, see Chapter 2, section 2.6.

13. Enter 'CSI County Client Number' (CCN) (above, fig. 3.F.)
14. The optional County option questions are also in this section.
15. When you have completed the form, submit it by clicking on the 'Go' button which is next to the drop-down box where it says "Submit." See fig. 3.F, previous page.
16. The drop-down menu shows "Submit" as the default option. If you click to drop down the menu, you will see two other choices, one for 'cancel' and one for 'reset.'
17. Use the 'Reset' button if you made a mistake and want to eliminate all the data on the form. 'Reset' wipes out any data you are currently entering. You cannot use reset if you have already clicked on 'submit.'
18. After clicking on 'OK' you will get the screen shown below, Figure 3.G.

Figure 3.6

19. Note that the program used to create the online forms is called "Liquid Office."
20. Each survey form must be submitted separately.
21. To enter another form, click on the 'close window' button and it will return you to the page where you select the forms.

Chapter 4

Data Submission— Teleform Web Capture Scanning & Web-based Verification (Upgraded Option 2)

4.1

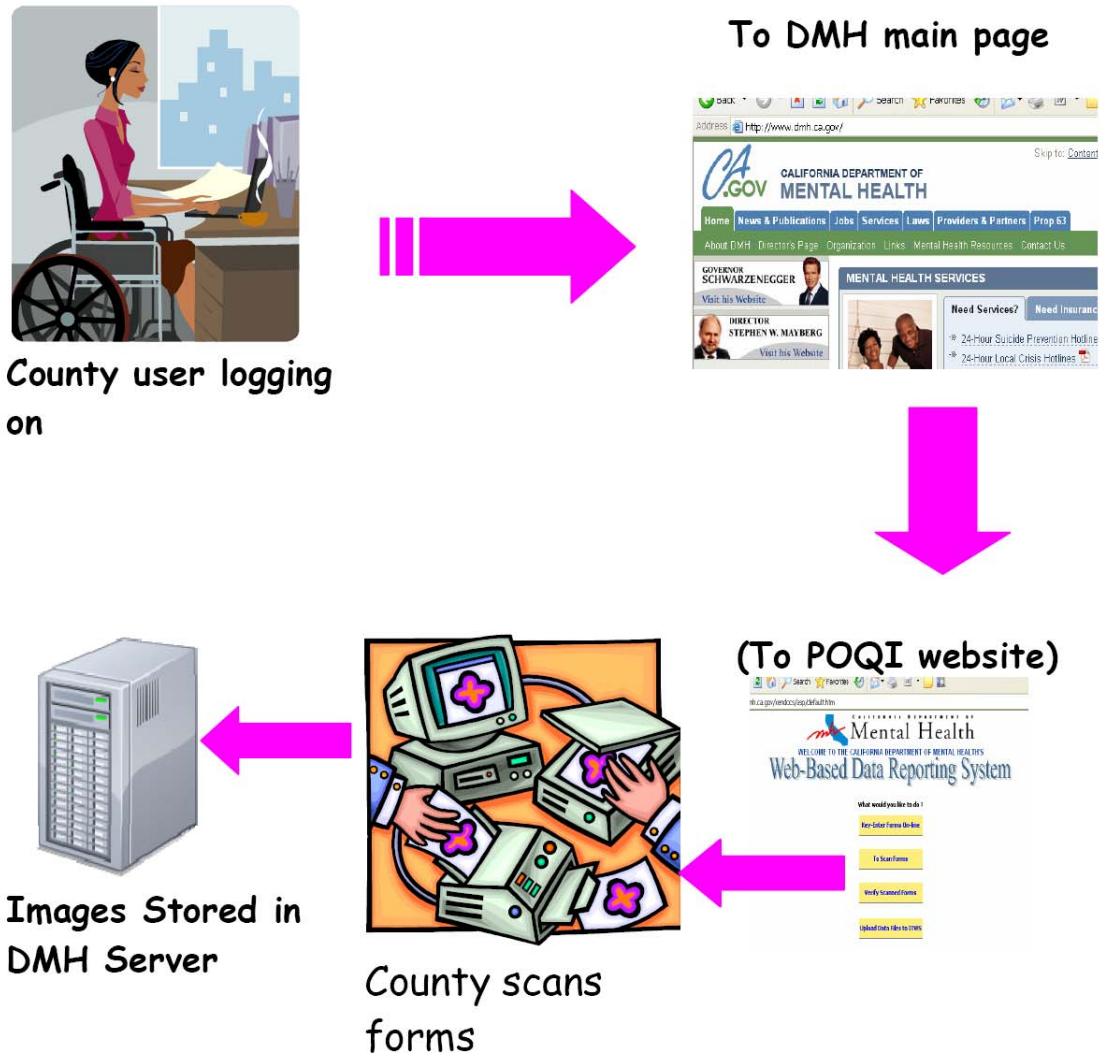
This technology has been upgraded for the first time since the technology was introduced in 2004. To use this upgraded option, a county will need to have the following:

1. Fujitsu fi-4220C scanner with **TWAIN** drivers installed and configured. (If your scanner isn't found automatically, you don't have the TWAIN driver installed)
2. Access to the Internet with web browser Internet Explorer 6.0.
3. Permission to download Active-X on your local computer.

4.2 Overview of Changes: There are several changes to the way the scanning works. First of all, it will no longer be necessary to install Imagenet Scan on your local computer since scanning software will be accessed via the web.

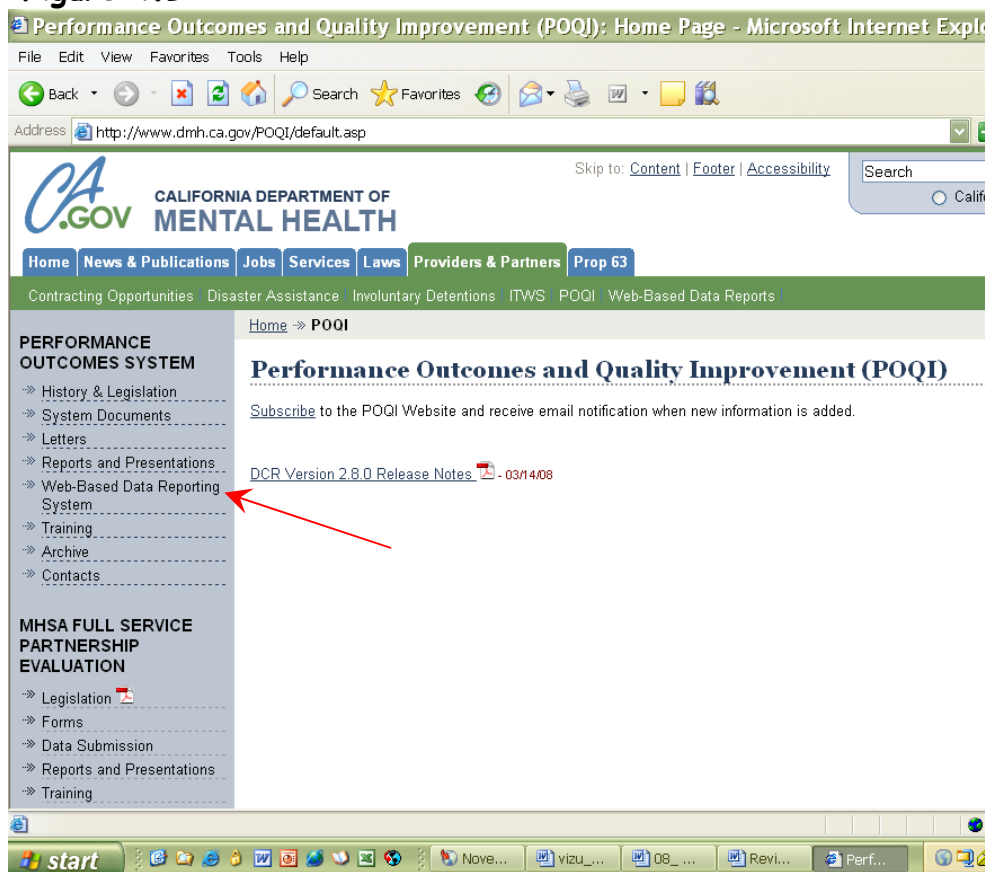
Secondly, the scanning software will automatically store the forms securely on a DMH server. A visual overview of the new process is provided on the next page, Figure 4.A.

Figure 4.A Visual Overview of upgraded scanning process:

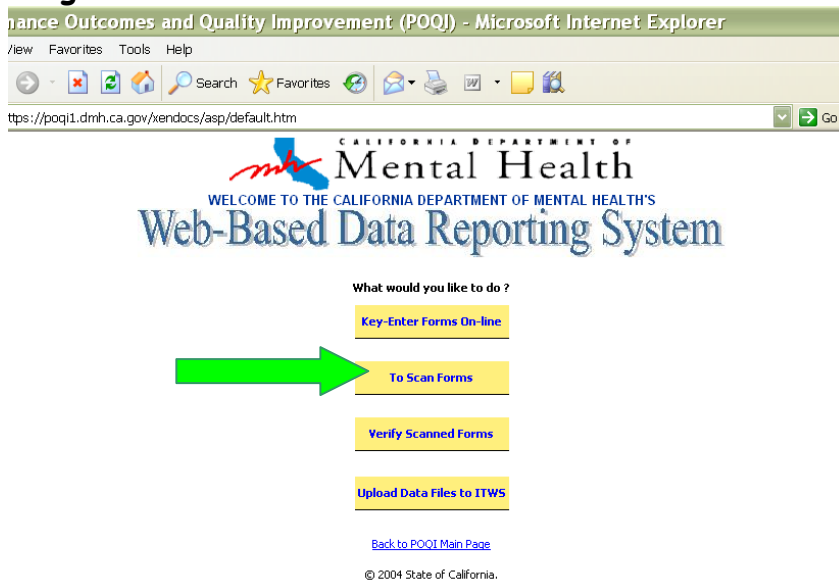


4.3 Steps to setting up the new scanning system

1. To access the scanning software, a user must access the internet using the web browser Internet Explorer 6.0. Note that the web browser Firefox will not work with this system.
2. Go to the DMH main webpage (<http://www.dmh.ca.gov/>) and on the lower left hand side of that page, find the link to Performance Outcome and Quality improvement (POQI).
3. On the left hand side of the page, select "Web-based Data Reporting System." See the circle and arrow on Figure 4.B, below.

Figure 4.B

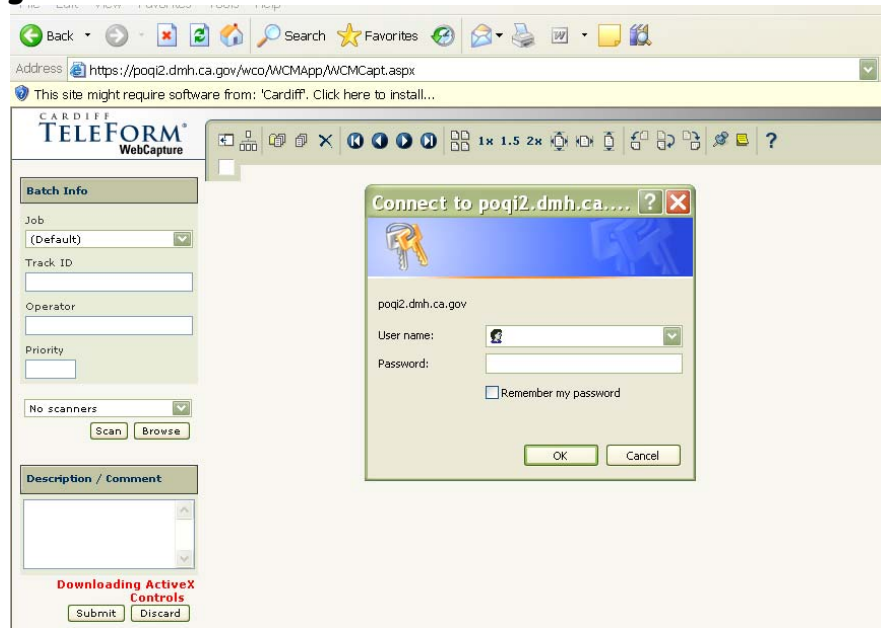
4. This takes you to the 'Button page,' (See Figure 4. C, next page).

Figure 4.C

5. Click on the "To Scan Forms" button.

6. This takes you to the Teleform scanner page, see Figure 4.D, below.

Figure 4.D

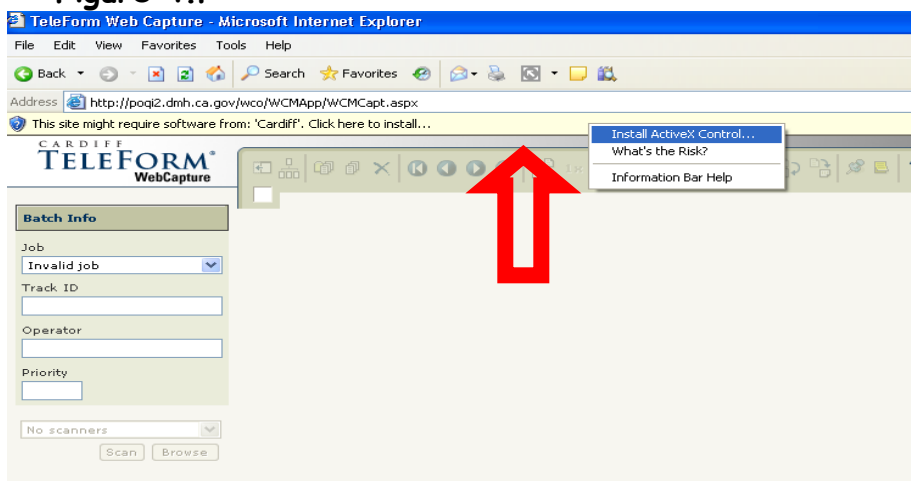


7. The Login box appears (see Fig. 4.D above). The first time you access the website, **DO NOT LOG-IN.**
8. Click the 'Cancel' Button.
9. You will receive 4 Error messages, See example in Fig. 4.E below

Figure 4.E



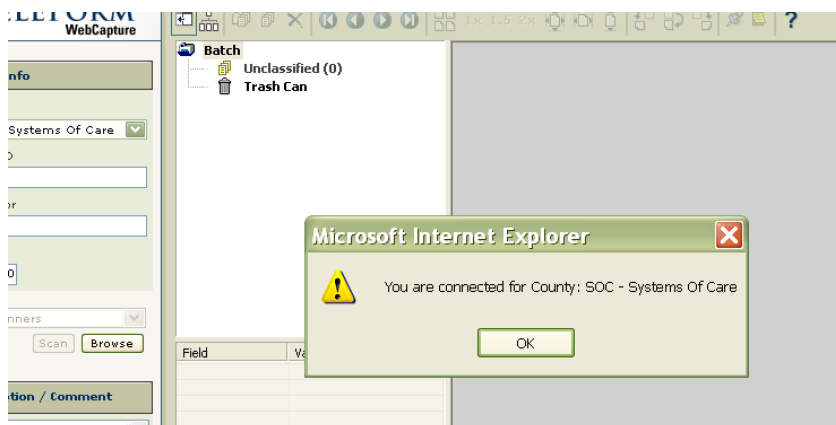
10. Click 'OK' on all 4 buttons.
11. Then, look under the Address bar and find the pale yellow bar that says "The site may require software from Cardiff. Click here to install..." Right-click on the pale yellow bar and select ***Install ActiveX Control***. See figure 4.F below, red arrow.

Figure 4.F

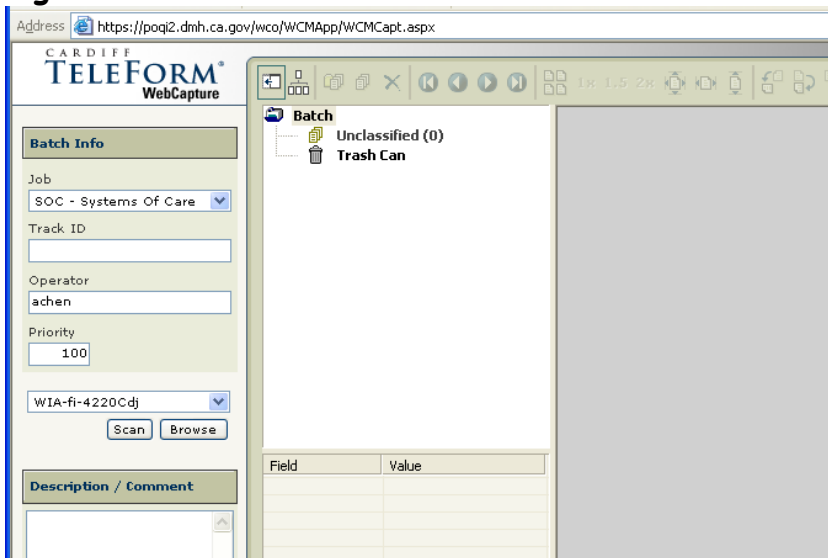
12. **NOTE:** You will need administrative rights to your computer to do this. If you do not have administrative rights, you may need to ask your IT staff to do this for you.
13. After clicking on the yellow bar, a Security Warning will pop up and you should click "Install." See figure 4.G, next page.

Figure 4.6

14. You will get three of Security warnings (they look very similar) and you should click "Install" on each one.
15. After these are installed, exit the website and go back to the DMH Main Page (see steps 2-5, previously).
16. This time when the log-in box appears, you can **LOG-IN**.
17. After entering your POQI User Id and password, you will get a message that says "You are connected for County: - -." Your county code number and county name should be displayed where the dashes are. See example in Figure 4.H, next page. If it is **NOT** the correct county, contact POQI immediately.

Figure 4.H

18. If it is correct, click "OK" (Figure 4. H) and a screen that looks like the one in Figure 4.I, below should be visible.

Figure 4.I

19. You should see your county ID under "Job", on the left hand side of the screen. See Fig. 4.I above.

20. Your User ID should appear in the box on the left labeled "Operator" (See Fig 4.I above).

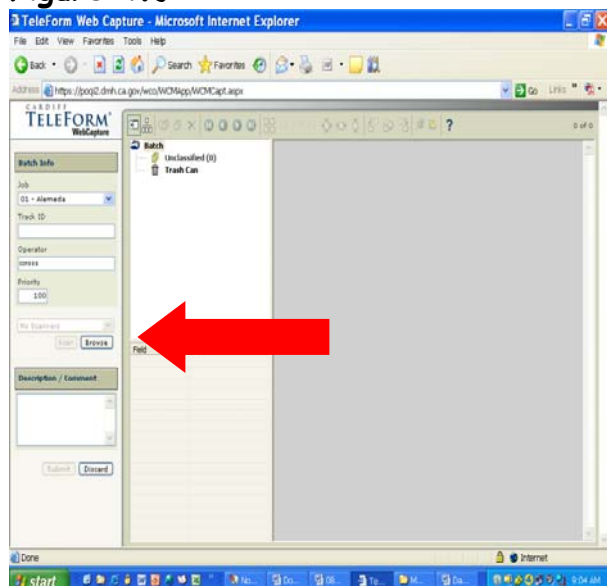
21. You are now ready to scan!

4.4 Preparing for Scanning

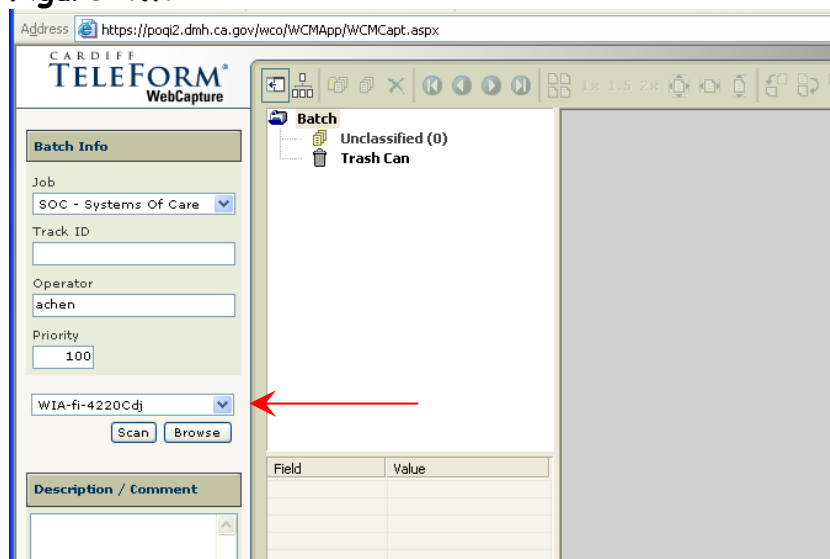
- Remove the staple from each survey.
 - The staple should be cut off with scissors to avoid tearing the paper.
 - Be careful not to cut off the corner 'Posts.' (black squares)
 - The documents must be flat with no dog-eared corners.
1. Put no more than 50 pages in the scanner at a time. Limiting batch size makes the entire batch process easier to manage
 - If your computer has a processor lower than a Pentium IV, scan smaller batches, e.g., 12 pages at a time.
 - Make sure the CSI County Client Number is written exactly the same on every page of a consumer's survey.
 - Keep all pages of a consumer's form together in the same scanned batch, otherwise the pages will not link up properly during verification.
 2. Place the batch of surveys in the scanner (face down) with the top of the page entering the scanner first.
 - It may be helpful to fan the forms before placing them into the scanner. This helps the scanner to feed the forms properly.

4.5 Scanning Forms

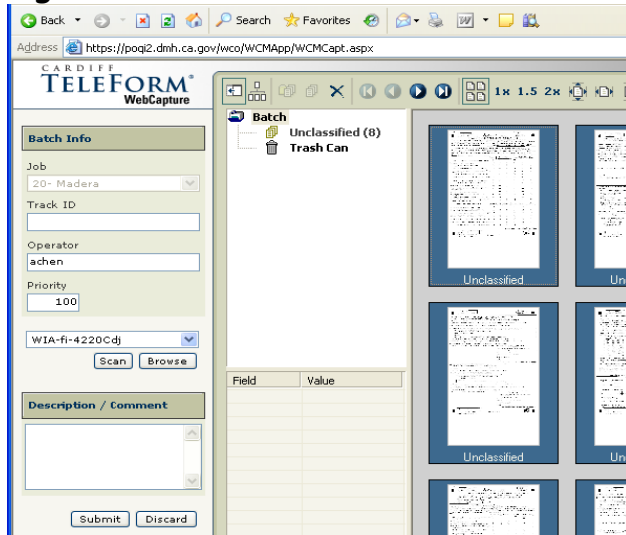
You will know the scanner is ready when the "Scan" button is enabled. If you didn't install the correct (i.e., Twain) driver, it will not be enabled. In Figure 4.J, next page, the scan button, is barely visible since it is 'grayed out' (not enabled.).

Figure 4.J

2. The scanner box is also grayed out in the example above because the scanner is not connected to the computer.
4. When the scanner is connected, the number of the scanner will show in that window and the scan button will be 'enabled' and not grayed out, see Figure 4.K, below.

Figure 4.K

5. The word 'scan' can be clearly read on the button now that the scanner is enabled.
6. Click the scan button with the mouse and the scanner will start scanning your forms.
7. Thumbnails of the scanned images will appear in the 'items' window. See Figure 4.L, below.

Figure 4.L

4.6 Check Batch for Quality

1. Review the scanned images by clicking on the thumbnails shown in the middle of the screen. See Figure 4.L, above. Look for the following:
 - Make sure all the images are clear.
 - Make sure there are no missing pages.
 - Make sure that none of the pages are crooked. You should be able to see all 4 posts.
 - Make sure the CSI County Client Number is written exactly the same on each page of a consumer's survey.
 - Make sure none of the images are cut off.

2. If a page is bleary or crooked, you can delete it by right clicking on the thumbnail and selecting "delete" from the drop-down menu.
3. If you delete a page, you need to rescan it right after you delete it.
4. If you would like re-scan the entire batch, the '**Discard**' button (left side of screen, below 'Scan' button, see Figure 4.L, previous page) deletes the ENTIRE batch, including any information that has been entered in the Index Fields.
5. After you click Discard, you will be prompted to confirm your decision. If you confirm it, the batch will be completely discarded. There is no way to retrieve a discarded batch. You will have to rescan the batch.

4.7 Submitting the Batch

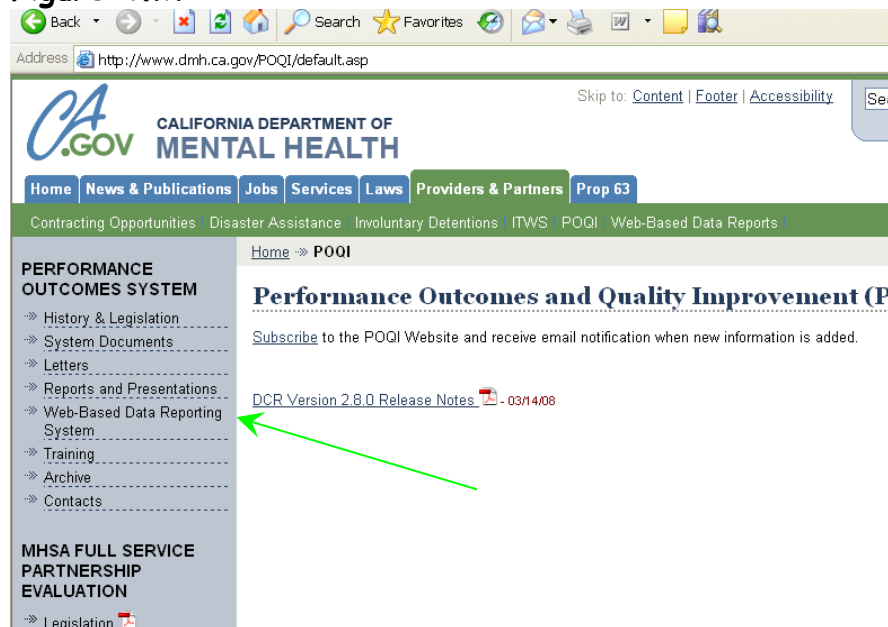
1. When the images look acceptable, click the "submit" button with the mouse. The Submit button is on the left of the screen, below the scan button. See Figure 4.L, previous page.
2. Clicking "submit" will transmit the batch to the Teleform site at DMH.
3. After the batch has been submitted, you may continue scanning by repeating the Scanning steps above. When you are finished scanning, click on the File menu and select Exit to close Web Capture.

4.8 Using Citrix Remote Access to Log-in to Teleform Verifier

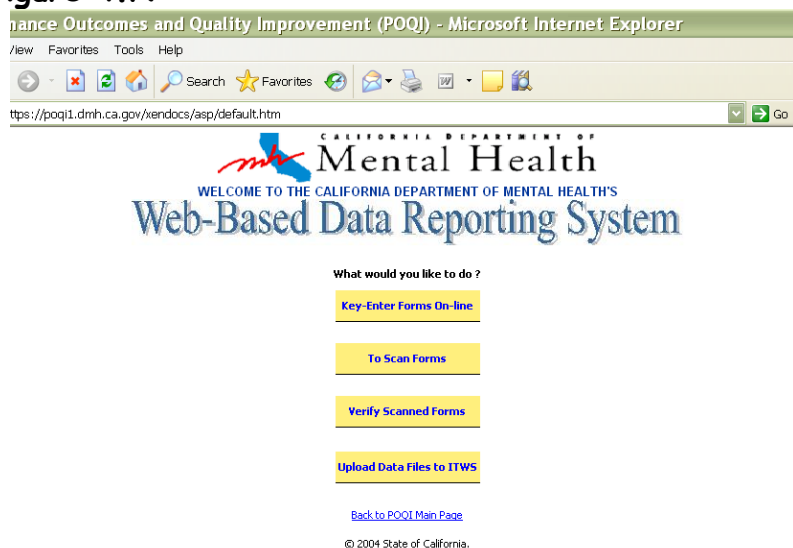
The Citrix system has been upgraded and **EVERYONE** will need to reload this upgraded software. Counties use the Citrix software to **remotely** access the DMH Teleform Verifier in order to review and correct the surveys. To get the upgraded Citrix:

1. Go to the DMH main webpage (<http://www.dmh.ca.gov/>) and on the lower left hand side of the page, find the link to Performance Outcome and Quality improvement (POQI).

2. On the POQI page, on the left hand side, select the "Web-based Data Reporting System" link, see arrow in Figure 4.M, next page.

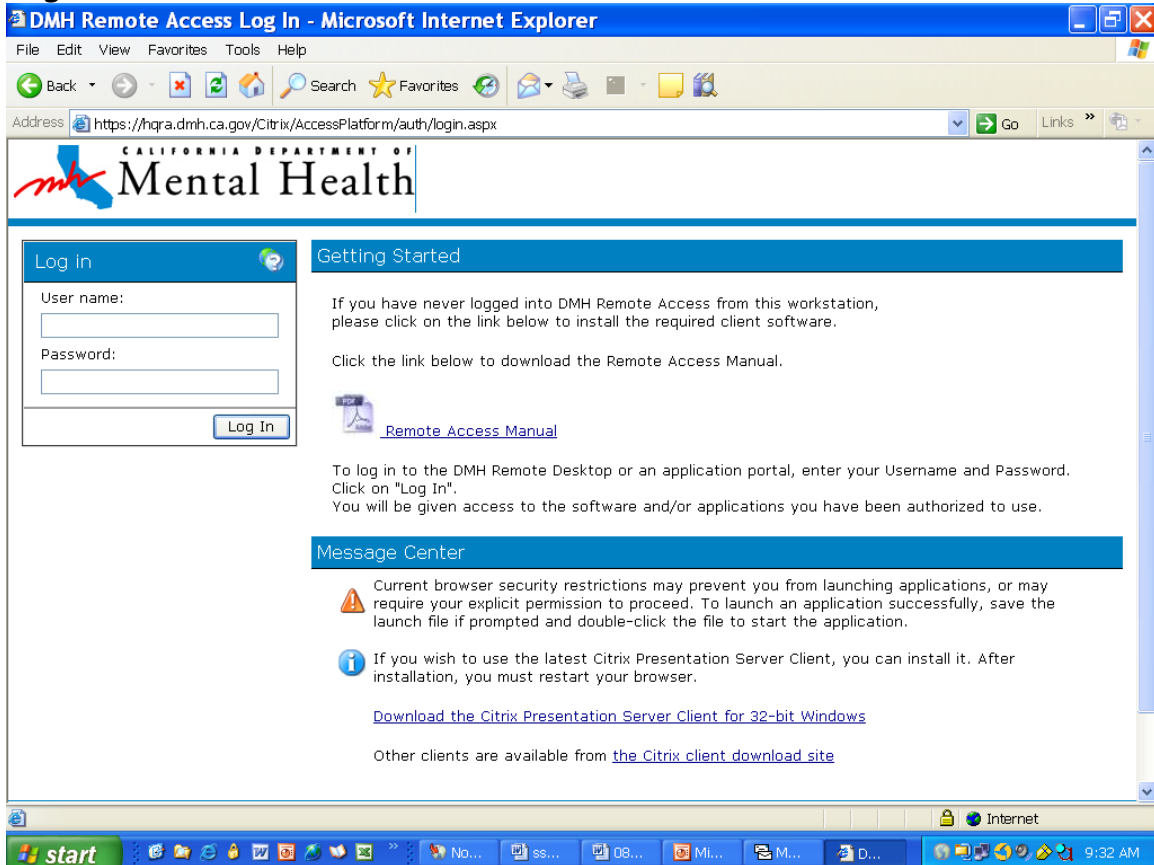
Figure 4.M

3. You will then see the "Button Screen" shown below, see Figure 4. Click on the third button, "Verify Scanned Forms."

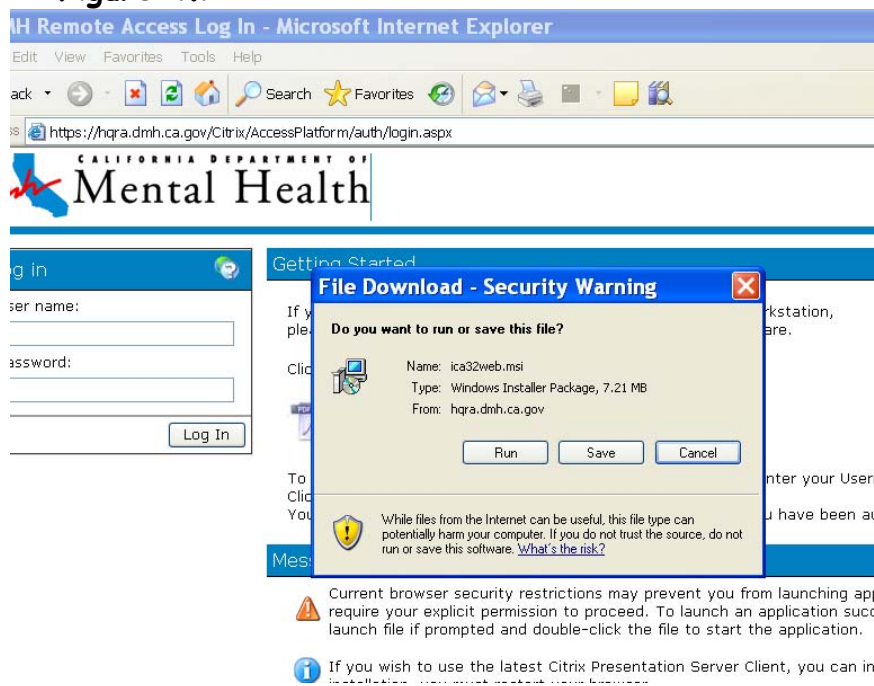
Figure 4.N

4. This will bring you to the Citrix Log-in page. See Figure 4.O below.

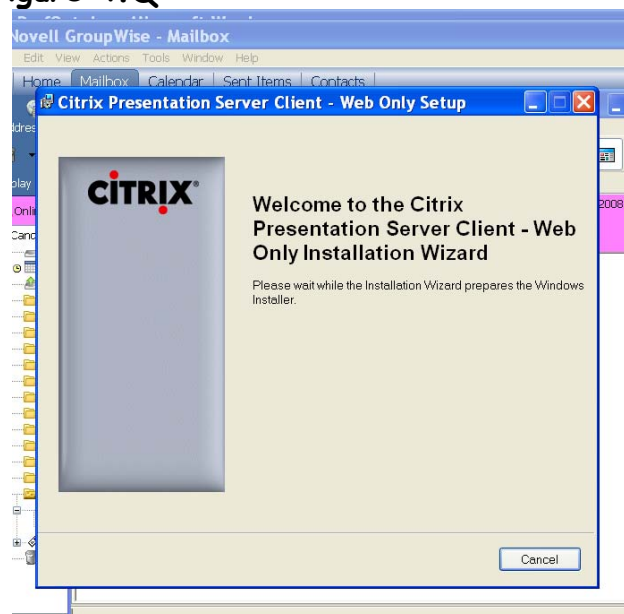
Figure 4.O



4. **BEFORE** Logging in, you must download the Upgraded Citrix software. To download it, go to the bottom of the page and click on the link that says "Download the Citrix Presentation Server Client for 32-bit windows."
5. You will receive a security warning, asking if you want to run this file. Click on "Run", see figure 4.P, next page. And follow the instructions to run the new components.

Figure 4.P

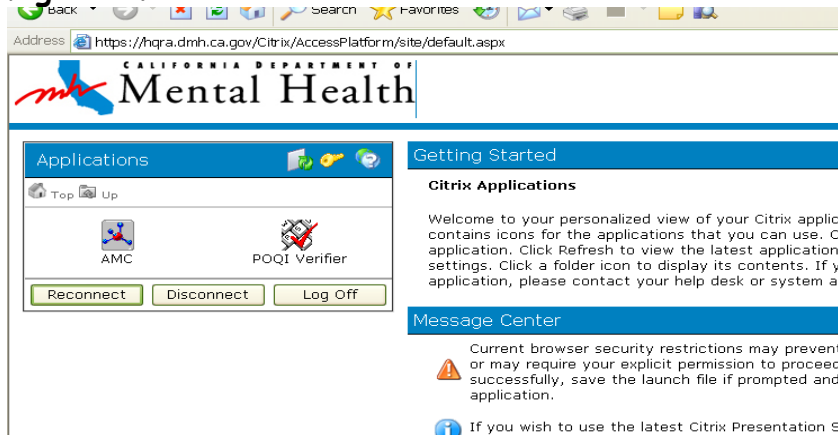
6. Finally you should get to the section that installs the new Citrix software, see Figure 4.Q, below. Go ahead & install the Citrix.

Figure 4.Q

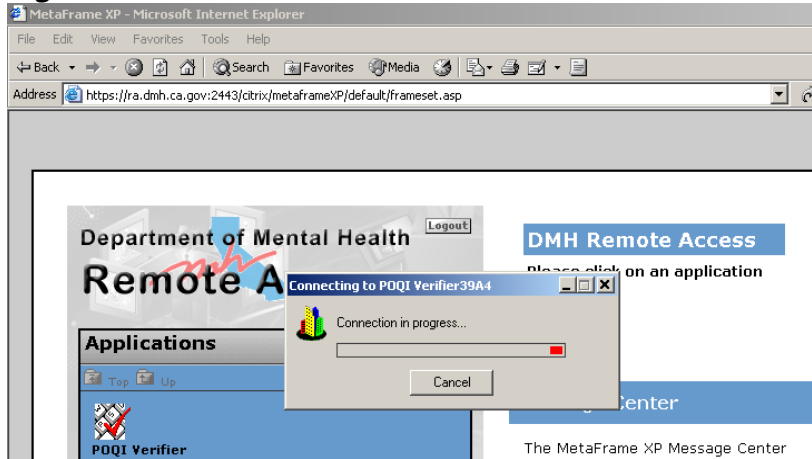
7. When you finish, you should get the message shown below (see figure 4.R below). Click on finish and then close your browser.

Figure 4.R

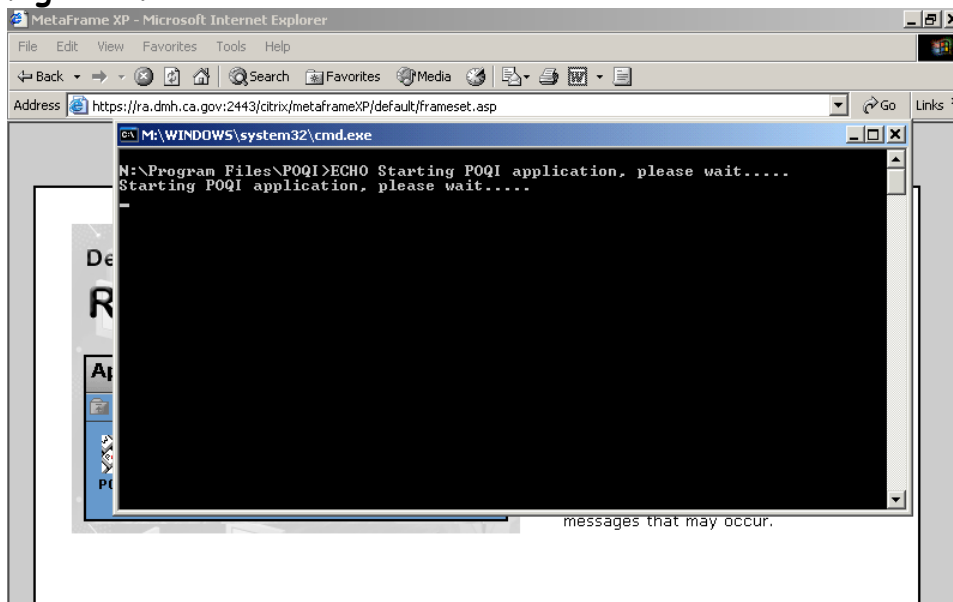
8. It is possible for a number of people on different workstations to verify scanned survey images simultaneously. They must all have the Citrix ICA Web Client installed on their computers. If you need help with this, send an email to poqi.support@dmh.ca.gov.
9. Click on the 'POQI Verifier' button (as shown in Figure 4.S).

Figure 4.S

10. Wait while the connection is in progress. This may take a few minutes.
See Figure 4.T below.

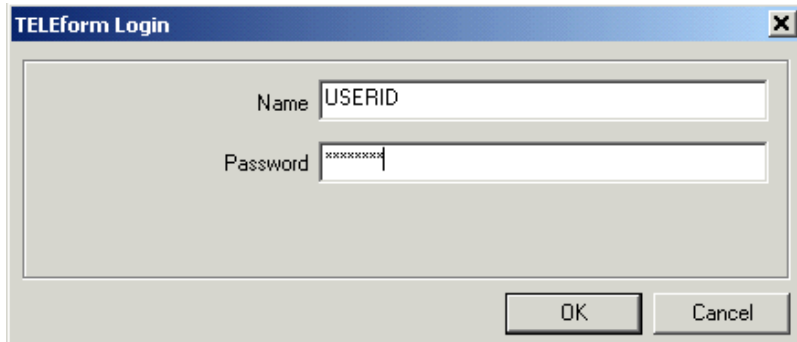
Figure 4.T

11. Read the security warning and then click OK.
12. The DOS screen, shown in Figure 4.U below, appears. This means the DMH Server is opening the Teleform Verifier. Do not close this window! Wait for the Teleform Verifier page start prompt.

Figure 4.U

13. When the Teleform Log-in box appears, enter your user 'Name' and the 'Password' provided to you by DMH, see figure 4.V below.
(See Chapter 2, section 2.8 for more details.). Note: This login is necessary because it logs you into the Verifier located at DMH.
14. Click on 'OK.'

Figure 4.V

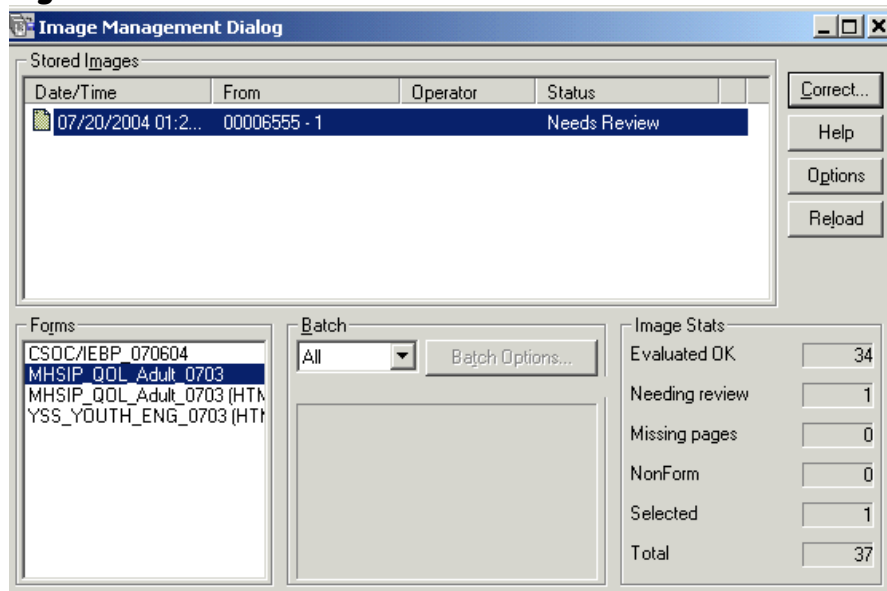


15. The Teleform Verifier will then appear. There are two methods with which to verify forms:
 - (1) **Batch Management** brings up a complete batch (forms scanned together) at one time and when one page is verified, it will immediately bring up another page for verification until the batch is completely verified. It will bring up all types of forms - adult English forms, Spanish older adults, etc., if they were scanned in the same batch. This is the quickest method of verifying forms.
 - (2) **Image Management** brings up one page at a time from a selected batch or one type of form. For example, if several pages are not linking up with each other, using image management will allow just those unlinked pages to be selected individually for review.

Your Choice of which method to use: Some people prefer to work only in batch management and others prefer Image management, most use both.

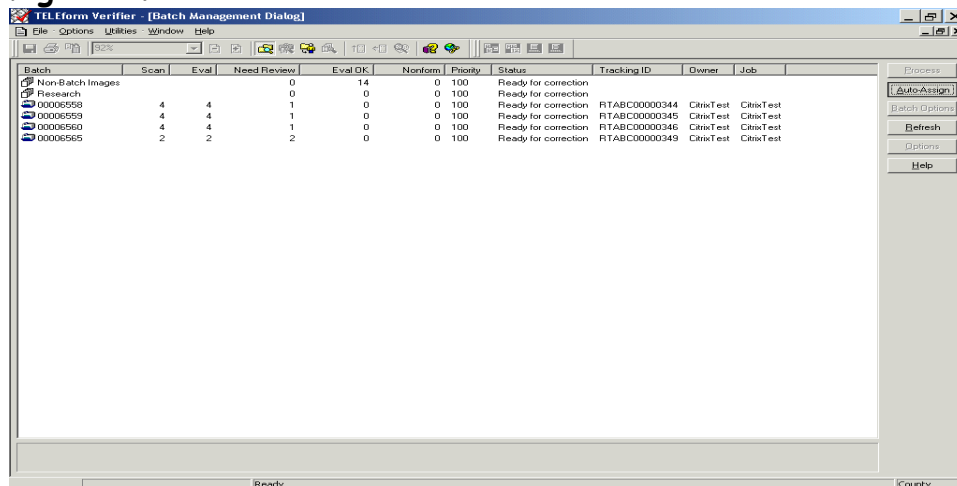
Image Management method, see Figure 4.W, below.

Figure 4.W



Batch Management method, see Figure 4.X, below

Figure 4.X



4.9 Review and Correct Surveys in Teleform Verifier

Since there are two different methods available to verify forms, this section will describe both methods. You can use whichever method you prefer. Section 4.9A will discuss the Image Management method and Section 4.9B will discuss the Batch Management method.

Section 4.9.A: Image Management

This method allows you to view and verify all images for all scanned batches organized by survey form type (e.g., Youth) or to review and verify just a single page...

1. To review forms in Image Management, click on 'Utilities' button (on menu bar) and then on 'Image Management Dialog.'
2. Make sure 'All' is selected from the 'Batch' drop down box.
3. The forms from your county will appear in the 'Forms' box on the bottom left of the screen.
4. Click once on a form in the 'Forms' box and all of the surveys for that type of form will appear in the 'Stored Images' box.
5. Check the 'Status' of the survey in the 'Stored Images' box. You should see one of the following:
 - Needs Review: This means a field on one or more forms needs correction.
 - Missing Pages: This means pages have not linked successfully. (And there also could be fields needing correction.) To fix the missing pages, make sure the CSI County Client Number has been correctly entered on all pages. Often the numbers are transposed or Teleform read the numbers/letters incorrectly (bad handwriting can cause this).
 - Evaluated OK: This means all fields are correct but data have NOT been sent to the database. To fix this, wait a few minutes, then click on 'Reload.' If after 10 minutes the form status has not changed to 'Export Complete,' contact the DMH POQI staff.
 - Export Complete: This means all fields are correct and data have been successfully sent to the database. Yea!!

6. You are ready to view/correct in Image Management. There are two ways to do this, a collection of form images or one page at a time:

Multiple

- a. Click on a form type in the 'Form' box (lower left hand side of the Management Dialog box).
- b. Click on the 'Correct' button in the upper right corner. This brings up images for the form-type you just selected in step 5

Individual

- a. Click on a form in 'Forms' box.
- b. Click once on a survey in the 'Stored Images' box. (in the middle of the screen).
- c. Click on 'Correct.' This brings up an individual page from a survey form. Note: This is helpful when correcting missing pages.

4.9.B. Batch Management Method

This method only allows you to verify survey forms by batches, i.e., a mixture of adult forms, youth forms, etc., which were scanned together. You cannot select and review individual pages when in Batch Management method. If you need to view an individual image, switch to Image Management method (see section 4.9.A, above).

1. Click on 'Utilities', then on 'Batch Management.' (Menu bar at top of page).
2. Make sure owner and job reflect your county number.
If not, contact DMH POQI staff.
3. Check 'Status' of batches to see if any batches need to be verified.
For each batch you will see one of the following:
 - Ready for Correction: This means the batch has images that need correction.
 - Missing Pages: This means the batch has at least one form, and maybe many, whose pages Teleform was unable to link together.

Note: This can only be corrected using Image Management Method. See section 4.9.A. above.

- Ready to be Committed: This means all forms are correct but data have NOT been sent to the data base. To fix it, wait for a few minutes, then click on 'Reload.' If after 10 minutes, the form 'Status' has not changed to 'Export complete,' contact the DMH POQI unit staff.
- Batch is Complete: This means all forms are correct and data have been successfully sent to the data base. Yea!!

4.10. Handling NonForms

In the Forms box (lower left side of Image) you may see some forms labeled "Nonforms." These images are ones for which Teleform could not identify a form type. Reasons for Nonforms include:

- Using previous/obsolete survey forms,
- A missing post (scanned crooked)
- 'Key' could be damaged (ripped page, doodling)

In the 2007 survey periods, the most frequent cause of a nonform was a client doodling or writing over the key box. Second most common was a faint block caused by poor copying.

Call the POQI unit at DMH and we may be able to give the verifier the correct form number so the form can be verified.

- If the key is intact, then the form may have been scanned crookedly and you will need to contact the POQI staff to delete the nonform and then you may rescan the survey. Or you may also key-enter the survey data using the online key-entry option.
- If the form cannot be read after a second attempt at scanning, then it will be necessary to again delete the nonforms and associated pages (contact POQI for this) and then key enter the data online.

4.11 Correcting Forms in Teleform Verifier

Teleform will only present fields that need to be reviewed for accuracy, e.g., double marks, text where there should be numbers, etc. In some cases, Teleform Verifier will make a "best guess" as to the correct response and these will be highlighted. However, it is up to the operator to make the final determination of whether an item is correct.

Fields needing review will be highlighted as they are brought up for review. See Figure 4.Y below, for example.

Figure 4.Y

1. Navigate throughout the fields by using the TAB key, the SPACEBAR, the ENTER KEY, the ARROW KEYS, and/or the MOUSE.
2. To move back to a previous field, hit Shift+Tab.
3. Correct mistakes:

Choice Fields, (i.e., bubble fields) (see Figure 4.Z, next page).

**Figure
4 Z**

The dark square (next to the completed bubble) indicates Teleform Verifier's "best guess" for the correct response.

One row at a time will be highlighted for correction.

	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
with other people?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e you spend with other people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
socially?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ndship in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
did you generally have enough money to cover the								
	No	Yes						
	<input type="radio"/>	<input type="radio"/>						
	<input type="radio"/>	<input type="radio"/>						
l for things like shopping, medical appointments, or								
nd relatives?	<input type="radio"/>	<input type="radio"/>						
ke movies or eating in restaurants?								

1
2
3
4
5
6
7
8

- a) The field needing correction will be highlighted.
- b) Teleform Verifier will make a "best guess" as to the correct answer. The bottom of the screen will show the codes that correspond to each bubble. The box with the check mark will show which bubble is the 'best guess" (See the dark square next to the completed bubble in the example above.) To decipher the code, use the data dictionaries found online at <http://www.dmh.ca.gov/poqi/documents.asp>.
- c) Determine if this "best guess" is accurate.
 - a. If accurate, hit TAB to move to the next field.
 - b. If inaccurate, click on the correct bubble with the mouse OR use the ARROW KEYS / SPACEBAR and then click TAB to move to the next field.
 - c. **DECISION RULE:** If the consumer indicated two or more answers, deselect all answers and leave the field blank.

Entry Fields (i.e., hand-written field)

- a) The top line is what is written on the form and the line below it is what Teleform is reading. The field needing correction will be highlighted. See below, where the number one is being read as an "i" and Teleform realizes it might be misreading the character.

Figure 4.A.1

The screenshot shows a Teleform interface for a client number field. At the top, there is a header with text: "(support groups, drop-in centers, crisis phone line, etc.)", "The MISSP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.", and "CONTINUED ON NEXT PAGE...". Below this is a client number field with the handwritten number "10000000" and the Teleform reading "I0000000". The bottom row shows the "Best guess character" as "I" and the name "Brenda".

- b) Teleform Verifier will make a "best guess" as to the correct answer. In the example above, it is guessing the number is a letter "i" and not a one.
- c) Determine if this "best guess" is accurate.
- If accurate, hit TAB or ENTER to move to the next field.
 - If inaccurate, key-enter the correct character and then hit TAB or ENTER to move to the next field. In the above example, you would put the cursor on the "I" and type in a one. And then move on (hitting tab or enter) to the next correction.
- d) If a character was unrecognized, it will be replaced with a "~." See example in Figure 4.A.2, next page. This symbol indicates a character that was evaluated with low confidence and must be corrected before moving on. In this case, the number "8" is not readable and a tilde is inserted in the box below. Again, to correct, type an "8" over the tilde and then move on to the next correction.

Figure 4.A.2

4. The "County Number" and "CSI County Client Number" fields have been designed to require data to be checked before they can be submitted to the database. If you try to navigate past these fields without making an entry, you will receive a "Field Validation" prompt. See Figure 4.A.3, below.
- You may click 'continue' and 'OK' and Teleform will allow you to continue correcting other fields, but it will (once again) return you to the skipped field.

Figure 4.A.3

5. Once all errors on a form have been corrected, Teleform Verifier will prompt you to "Save corrections to results file?"
6. Click "OK" and the data will be sent to the database.

Figure 4.A.4

7. If verification is taking place in **Image Management Mode**, you will be automatically returned to the Image Management Window.

8. If verification is taking place in ***Batch Management Mode***, you will receive a "Congratulations" message.
9. Click "OK" to process another batch or "Cancel" to return to the Batch Processing Window.

4.12 Exiting Teleform Verifier

1. Click on File > Exit to close the Teleform Verifier.
2. If you wish to exit Teleform Verifier in the middle of correcting an individual or batch of forms, Teleform will prompt you to "Save corrections to results file?"
3. Click "OK" and Teleform will save the corrections you have made and leave the remaining corrections in the Teleform Verifier for review/correction at a later time.

4.13 Completion of Scan & Verifying

Once you have scanned and then verified all of your batches, you are done! Your data are safely stored in DMH's servers.

Chapter 5

Data submission—Web-based text data upload (Option 3)

This option allows counties to use their own technology systems to process data and then to transfer the data to DMH in text file format via the ITWS. This is the transfer methodology used for the performance outcomes data submission in the legacy system. Options 1 and 2 were developed to provide for greater flexibility in modifying surveys or conducting special studies at a lower cost for counties, but it is recognized that there are valid reasons that counties may prefer to do their own processing. For that reason, this option is still available to counties.

Data Format

The data must be submitted in text file format according to DMH data dictionaries. These can be accessed by going to the DMH webpage (<http://www.dmh.ca.gov/POQI/Documents.asp>). The text files must be named and put in a zip file according to the naming format described in the data dictionaries.

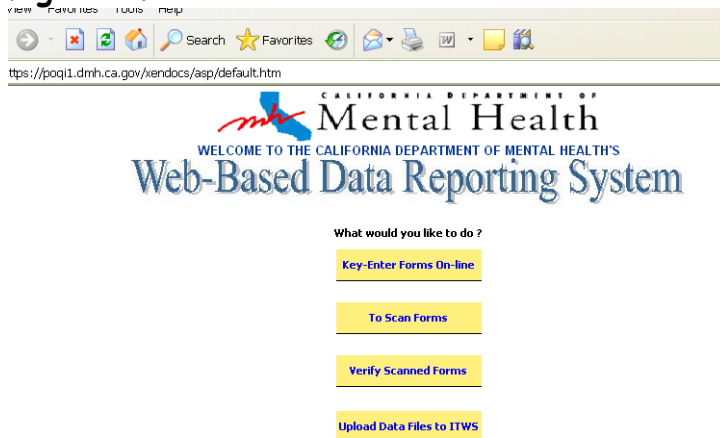
5.1 Accessing the ITWS

Accessing the ITWS for this purpose uses the same website interface as is used for the other two options (described previously).

1. Go to the DMH main webpage (<http://www.dmh.ca.gov/>) and on the lower left hand side of that page, find the link to Performance Outcome and Quality improvement (POQI).
2. Then, on the POQI page, on the left hand side of the page, select "Web-based Data Reporting System." See the circle and arrow on Figure 5.A, next page.

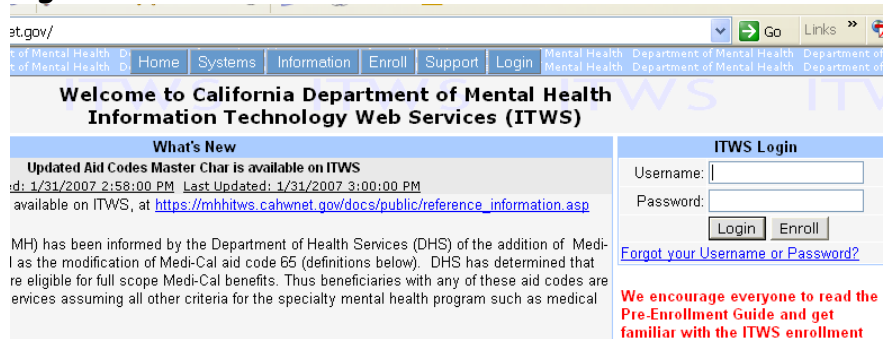
Figure 5.A

3. This will take you to the 'Button page.' See Figure 5.B below.

Figure 5.B

4. Click on fourth button 'Upload Data File to ITWS' See Figure 5.A, on the previous page.
5. Log in by entering your ITWS Username & Password in the ITWS Login box, on the right, see figure 5.C below.

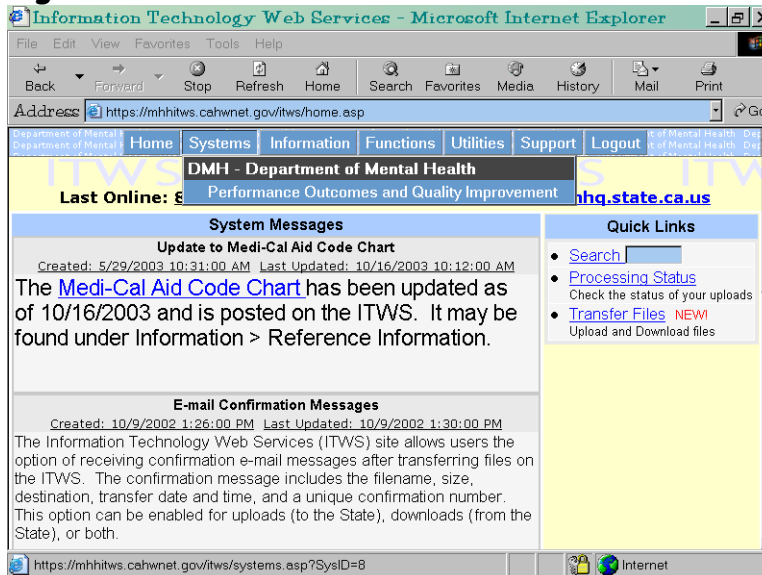
Figure 5.C



6. Put the cursor on 'Systems' and a drop down menu will appear (see Figure 5.D, below).

- Select the 'Performance Outcomes and Quality Improvement' system by clicking on the tab.
- If you do not see this option, contact ITWS Help Desk at 916-654-3117.

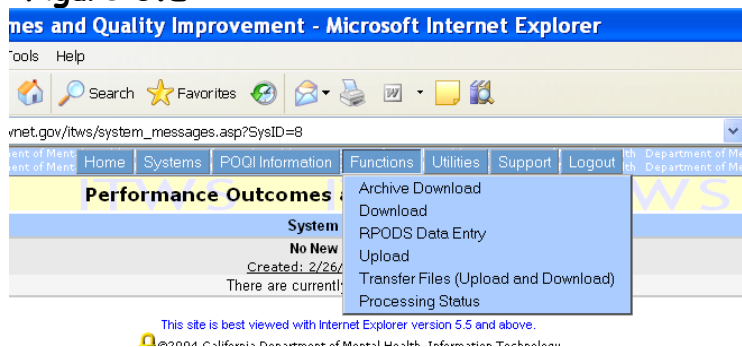
Figure 5.D



7. Click on the 'Functions' button at the top (Figure 5.E, next page).

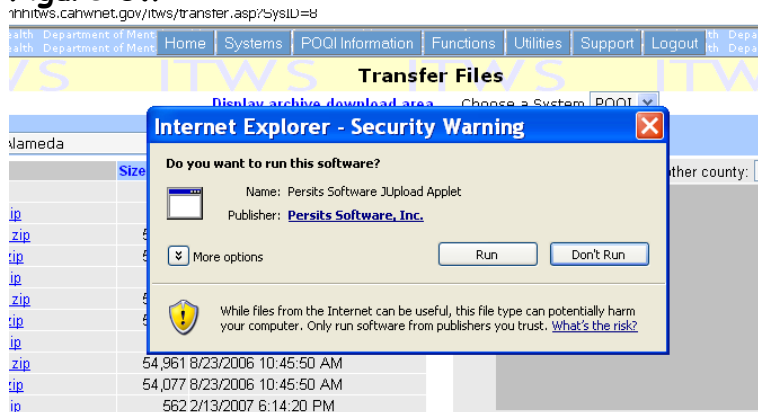
8. On the drop-down menu select "Transfer Files (Upload and Download)" and click on it (Figure 5.E, below.)

Figure 5.E



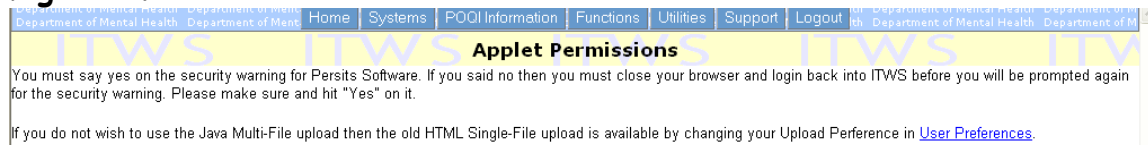
9. Click 'Run' on the security warning, as shown in Figure 5.F, below.

Figure 5.F



11. If you click "Don't run," you cannot upload your data, you will get the message shown below (Figure 5.G) and you will have to start over by logging-in again.

Figure 5.G



12. After clicking 'Yes' on the security message, you will see the POQI "Transfer Files" screen (Figure 5.H, below).

Figure 5.H

https://mnhitws.cahwnet.gov/itws/transfer.asp?SysID=8

Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health Department of Mental Health

Home Systems POQI Information Functions Utilities Support Logout

Transfer Files

[Display archive download area](#) Choose a System POQI

DOWNLOAD

Organization 01 - Alameda

Name	Size	Modified
IEBP2002	DIR	11/18/2003 3:01:54 PM
PODS01200603Err.zip	562	3/1/2006 2:33:04 PM
PODS01200603Raw.zip	55,300	3/1/2006 2:33:04 PM
PODS01200603Val.zip	54,480	3/1/2006 2:33:04 PM
PODS01200604Err.zip	562	4/13/2006 2:56:48 PM
PODS01200604Raw.zip	55,300	4/13/2006 2:56:48 PM
PODS01200604Val.zip	54,480	4/13/2006 2:56:48 PM
PODS01200608Err.zip	708	8/23/2006 10:45:51 AM
PODS01200608Raw.zip	54,961	8/23/2006 10:45:50 AM
PODS01200608Val.zip	54,077	8/23/2006 10:45:50 AM
PODS01200702Err.zip	562	2/13/2007 6:14:20 PM
PODS01200702Raw.zip	51,075	2/13/2007 6:14:20 PM
PODS01200702Val.zip	50,521	2/13/2007 6:14:20 PM

13 Files - 1 Folders

UPLOAD

[Click here for help uploading files](#)

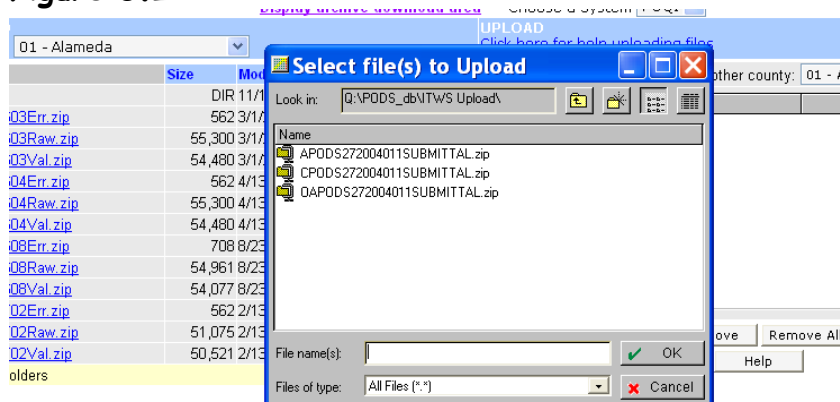
Select here to upload files for another county: 01 - Alameda

Files	Size	Modified

Add... Remove Remove All Upload Help

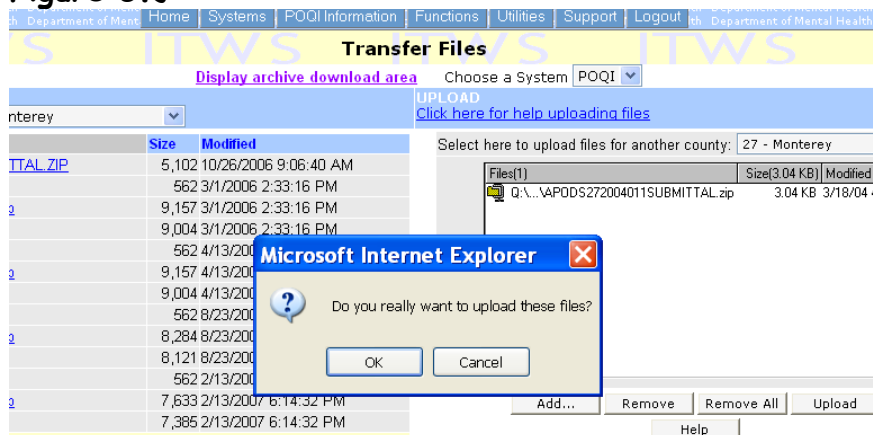
13. Note that this page will be used for both uploading files, for those who are using the ITWS method, and also for downloading files, when you want to download your data.
14. The right half of the screen is for uploading files.
15. To upload, First select your county from the right hand drop-down menu, Figure 5.H, above.
16. Next, click on the 'Add' button, Figure 5.H, above.
17. When the "Select Files" box appears, find the files to upload, make sure the file name is in the box "File name," and click on 'OK,' (Figure 5.I, next page).

Figure 5.I



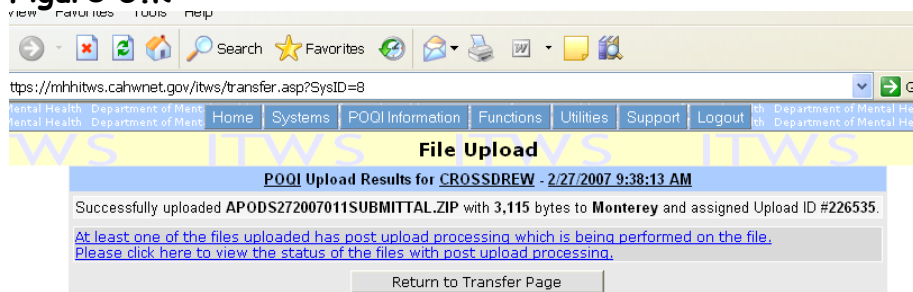
18. Click on 'OK' when asked, "Do you really want to upload these files?" See Figure 5.J, below.

Figure 5.J



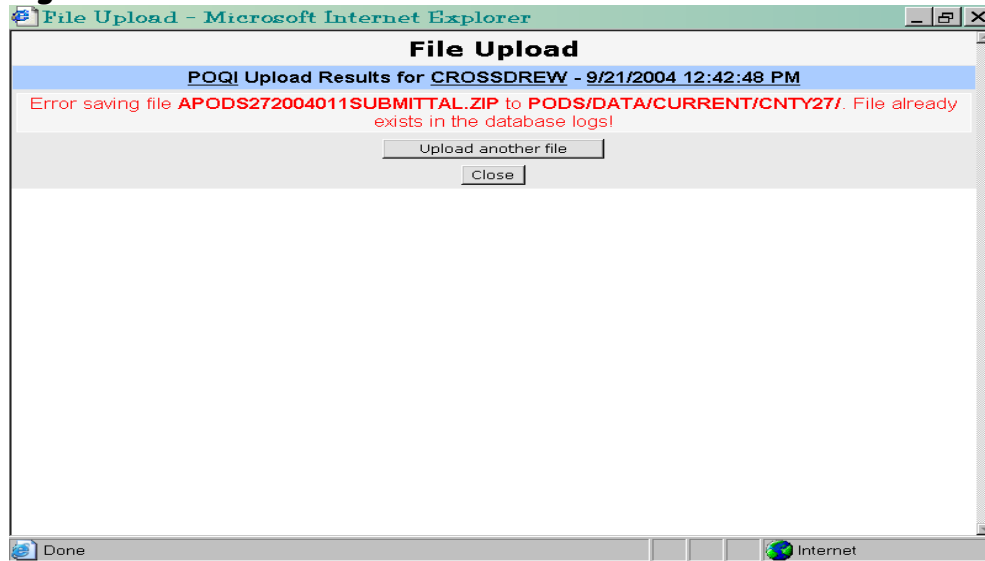
19. The next screen you see will display a message in black (good news) or red (bad news). See Figures 5.K and 5.L, next page. Figure 5.K shows a successful upload process.

Figure 5.K



20. If you made a mistake, you will see a message in red, like the example below in Figure 5.L. If you see this, you will need to start over with the Upload process.

Figure 5.L



Chapter 6

Getting Your Data Back

The more efficient data submission and error checking technology provided by the Web-Based Data Reporting System allows for expedited return of the data to the counties. After all the Consumer Perception Surveys are collected, it is anticipated that counties will need approximately 6-8 weeks to submit the data to DMH. Shortly after the data submission deadline, the data will be available for download from the DMH ITWS System (<https://mhhitws.cahwnet.gov/>). If you need your data returned earlier, contact the DMH POQI unit staff (poqi.support@dmh.ca.gov). The rest of this chapter will provide a description of the process counties will go through to retrieve their data from the ITWS.

6.1 Accessing the ITWS

1. An authorized user accesses the ITWS website at <https://mhhitws.cahwnet.gov/>
2. You will see the following screen shown in Figure 6.A. If not, check the URL carefully and try again.

Figure 6.A

at.gov/

Home Systems Information Enroll Support Login

Welcome to California Department of Mental Health Information Technology Web Services (ITWS)

What's New

Updated Aid Codes Master Char is available on ITWS
 id: 1/31/2007 2:58:00 PM Last Updated: 1/31/2007 3:00:00 PM
 available on ITWS, at https://mhhitws.cahwnet.gov/docs/public/reference_information.asp

MH) has been informed by the Department of Health Services (DHS) of the addition of Medi-Cal as the modification of Medi-Cal aid code 65 (definitions below). DHS has determined that re eligible for full scope Medi-Cal benefits. Thus beneficiaries with any of these aid codes are services assuming all other criteria for the specialty mental health program such as medical

ITWS Login

Username:

Password:

Login Enroll

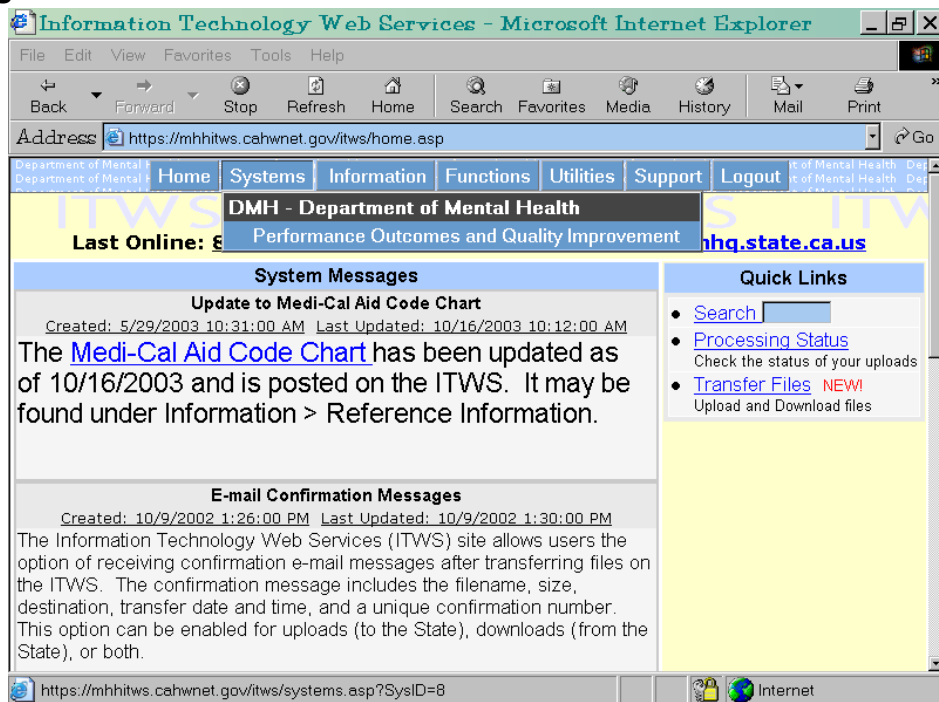
[Forgot your Username or Password?](#)

We encourage everyone to read the Pre-Enrollment Guide and get familiar with the ITWS enrollment

Login by entering your ITWS Username & Password in the ITWS Login box on the right hand side of the screen (Figure 6.A, above).

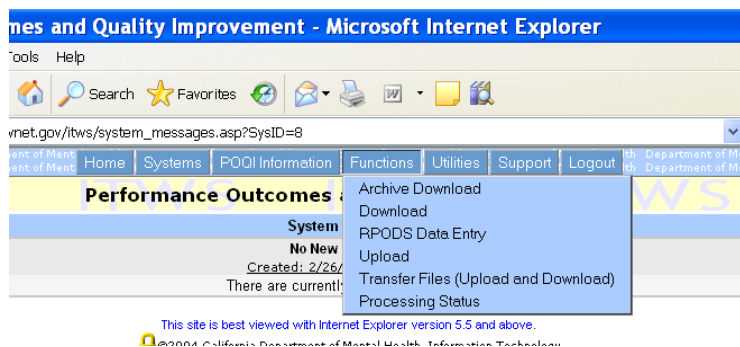
3. Click on 'Systems' and a drop-down menu appears (Figure 6.B, below).

Figure 6.B



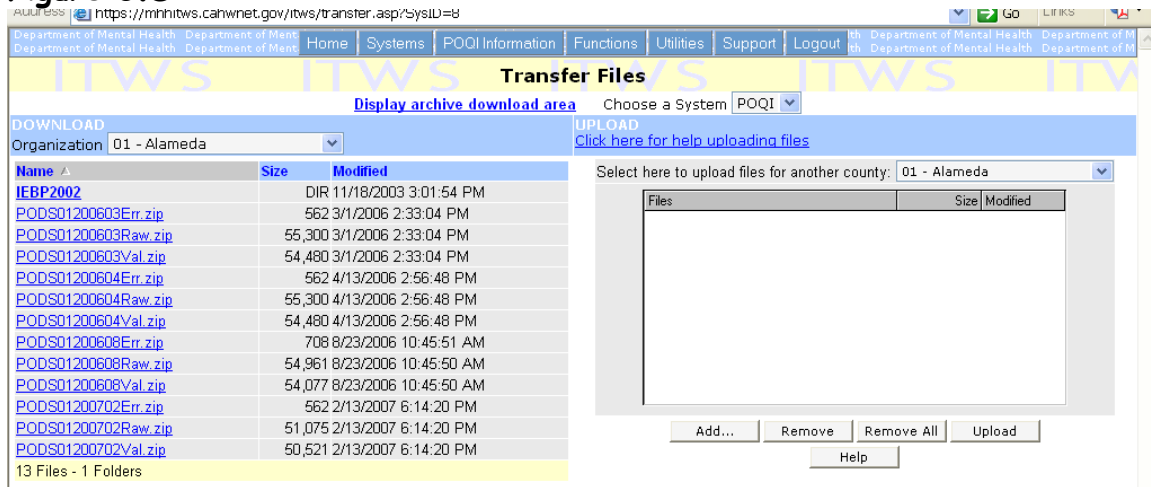
4. Next, select the 'Performance Outcomes and Quality Improvement' system, highlighted in blue (Figure 6.B, above).
5. Click on the 'Functions' button at the top and then from the drop-down menu select *"Transfer Files (Upload and Download)"*. See Figure 6.C, below.

Figure 6.C



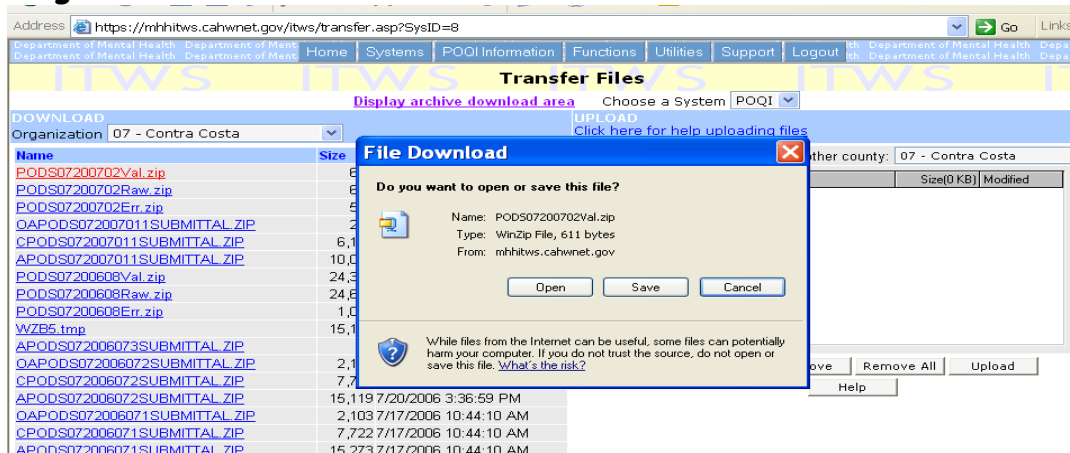
6. The "Transfer Files" page appears and this time you want to focus on the left hand side of the page, which is for downloading, see the arrow in Figure 6.D next page.

Figure 6.D



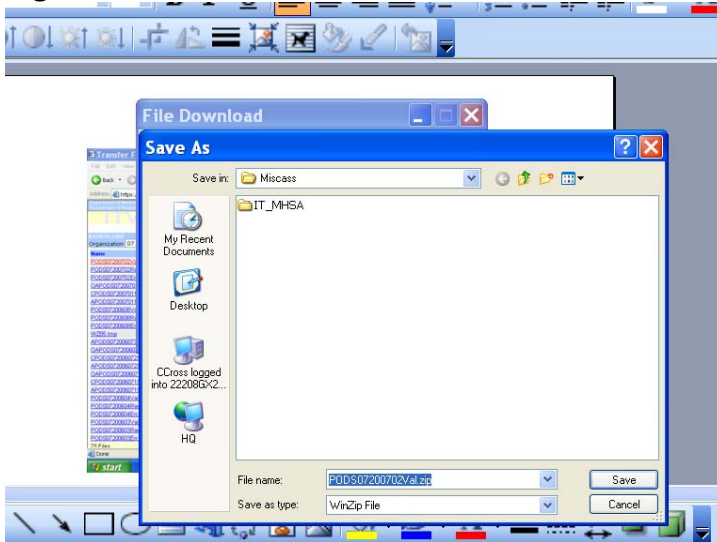
7. Use the dropdown menu to locate your county, Figure 6.D, above.
8. In the window on the left there should be three zipped data files.
 - **Raw file** - Contains unchecked data. This is exactly how data initially entered the DMH database. The file name will contain the word 'raw.'
 - **Error file** - Contains records that had errors. The last column of each record indicates which variables had errors. The file name will contain the word 'err.'
 - **Validated file** - Contains records that were accepted by the DMH validation program. The file name will contain the word 'val.'
9. When you see the *File Download* box (Figure 6.E, below), click on *Save*.

Figure 6.E



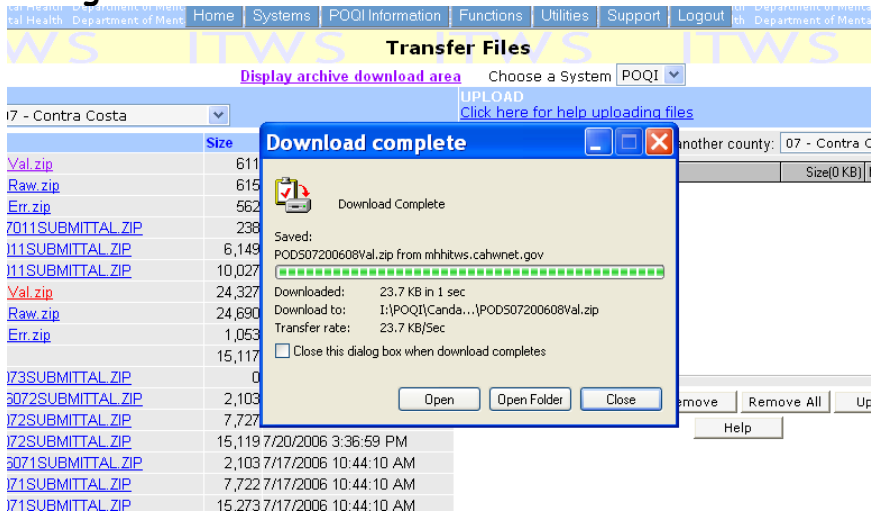
10. Decide where you want to save this file on your local computer/system, see Figure 6.F, below.

Figure 6.F



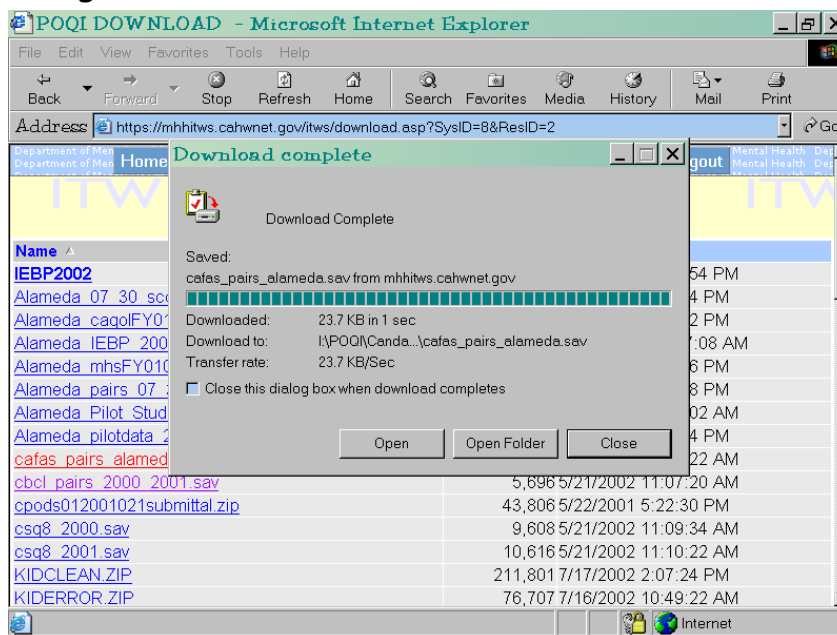
11. When the download is complete, you will see the box shown in Figure 6.G., below.

Figure 6.G



12. , Select 'Open' if you want to open the files or you can select 'Close.' And you have your data!

Figure 6.H



6.2 Reading the Tables

To make sense of the tables, you will need to consult the data dictionaries which are online at <http://www.dmh.ca.gov/POQI/Documents.asp>.

Summary

The POQI Unit is committed to helping you get your data submitted in a timely fashion. Please use this training manual as your primary resource, if there are still questions, please email or call our POQI unit for help. The main email for the POQI unit is poqi.support@dmh.ca.gov.

Thank you!

Appendix A:

**County Identifier Code (CSI Codes)
(Reported for County/City Submitting Record)**

Code	Name	Code	Name
01	Alameda	31	Placer
02	Alpine	32	Plumas
03	Amador	33	Riverside
04	Butte	34	Sacramento
05	Calaveras	35	San Benito
06	Colusa	36	San Bernardino
07	Contra Costa	37	San Diego
08	Del Norte	38	San Francisco
09	El Dorado	39	San Joaquin
10	Fresno	40	San Luis Obispo
11	Glenn	41	San Mateo
12	Humboldt	42	Santa Barbara
13	Imperial	43	Santa Clara
14	Inyo	44	Santa Cruz
15	Kern	45	Shasta
16	Kings	46	Sierra
17	Lake	47	Siskiyou
18	Lassen	48	Solano
19	Los Angeles	49	Sonoma
20	Madera	50	Stanislaus
21	Marin	52	Tehama
22	Mariposa	53	Trinity
23	Mendocino	54	Tulare
24	Merced	55	Tuolumne
25	Modoc	56	Ventura
26	Mono	57	Yolo
27	Monterey	63	Sutter/Yuba
28	Napa	65	Berkeley City
29	Nevada	66	Tri-City
30	Orange		

Appendix B:

Language Codes for Instrument Translations

(Sorted Alphabetically by Language)

Code	Language
AR	Armenian
CA	Cambodian
CH	Chinese
EN	English
FA	Farsi
HM	Hmong
KO	Korean
MN	Mien
RU	Russian
SP	Spanish
TG	Tagalog
VI	Vietnamese
OT	Other
99	Missing/Not Reported